



2021-2022
**ANNUAL
REPORT**

COMMUNITY LIVING
Glenarry



Inspiring Possibilities

Danielle Duranceau, Executive Director

Good evening and welcome to our annual general meeting. As most Public Health restrictions have now been lifted, we are excited to hold an in-person event tonight. I'm Danielle Duranceau, Executive Director at Community Living Glengarry.

During the past two years, we have been adjusting to the challenges associated with covid-19. Our employees & management team have done an amazing job following and implementing the ever changing recommendations from Public Health and directives from our own Ministry, as they strive to keep our congregate care settings and day support services as safe as can be.

To keep the people we supported engaged in activities, our employees have done an outstanding job assisting people to participate in regular virtual events and very small group activities in the community. As recreational and social events have become more available and open to the public, we have started getting out more frequently, but it has been a painfully slow process. Maintaining family connections has also been a priority and thanks to technology, mainly iPads, this was more easily achieved.

One of our biggest hurdles during covid and still continues to plague us, is staffing shortages. Like many organizations across the province, we have difficulty with recruitment and retention of workers. This problem is further compounded by a 7 to 10 day isolation requirement in our congregate care and day services when a worker is symptomatic or tests positive.

I would like to thank our Board of Directors for their continuous support and guidance. To our employees, a special "Thank You".....many of you have gone above and beyond to ensure our programs are staffed and that the people you support are safe, healthy and happy. Your resilience, determination and flexibility is admirable!

Key Strategic Goals

GOAL #1: To secure adequate funding to sustain current operations and support anticipated organizational growth.

GOAL #2: To excel in service delivery.

GOAL #3: To demonstrate organizational strength and leadership.

Mission

Community Living Glengarry is a non-profit leader providing supports and services for people with intellectual disability. We focus on all aspects of daily living and on community inclusion.

Core Values

Trust, Respect, Honesty, Empathy

Vision

Enrich the lives of people with intellectual disabilities.



Board of Directors 2021-2022

Chair

Daniel Giroux

Directors

Elaine Oetelaar
Debra Baker
Marilyn Blackwood
Sandra Jarvo
Réjean Boulanger
Jacques Cholette
Phil Cloutier
Donna Orwell
Kelly Anne Doyle

Staff Appreciation

Community Living Glengarry held their annual Employee Appreciation party on March 25, 2022, virtually via Zoom. We were very pleased that 58 employees participated in our "Gratitude themed" staff appreciation event. The meal was catered by Tim McRae from "A Catered Affair", offering a choice of Beef Bourguignon on noodles or Chicken Pasta Alfredo with vegetables along with a yummy dessert!

The following employees were recognized for their length of service:

25 years: Rose Ewaschuk, Lee-Anne Smith
20 years: Staci Doth, Julie Bourgon
15 years: Sophie Desjardins, Kateri Dubeau
10 years: Christine Mays
5 years: Lynn Titley

2 employees won a draw for a paid day off work!

CLG and CUPE Local 3390 jointly gave out \$25 gift cards, from various establishments, to every employee.

2021 Compliance Review – Conducted by Ministry

The Ministry of Children, Community and Social Services conducted their annual compliance review at Community Living Glengarry from May 11 - 17, 2021. Compliance inspections are intended to provide assurances to the Ministry, members of the public, stakeholders and individuals receiving services and supports that adults with developmental disabilities are receiving quality standards of care, in a safe and secure environment. In a normal operating year, organizations are rated on 280 indicators, however, during covid-19, organizations are rated on 79 indicators plus MCCSS uses a covid checklist to ensure that organizations are following practices and the recommendations of Ministry of Health to ensure the safety and well being of individuals supported by the organization. During the review CLG met all indicators except 2, which were scored as non-compliant. Corrective action was immediately performed. CLG received a letter of compliance, which is posted on the agency website and in the front lobby at the Community Network Centre.

Adapting to Covid-19

We are still on a learning curve in dealing with the challenges associated with Covid-19 in year two, but it has been somewhat smoother. Organizations in the Developmental Services Sector that operate congregate care homes (group homes) had been mandated, early on in the pandemic, by the Chief Medical Officer of Health and our Ministry of Children, Community & Social Services (MCCSS) to implement policies on vaccination, masking, monitoring for symptoms and rapid antigen testing. Directives around these policies kept us on our toes as Ministry of Health and MCCSS often changed standards/requirements in order to more effectively deal with Covid-19.

We were fortunate to have great supports in place, such as:

- An Eastern Ontario Health Unit (EOHU) liaison that we could contact for guidance when we had symptomatic and/or positive confirmed cases of covid with employees and people supported in our programs.
- EMS were scheduled by EOHU to come on-site to test symptomatic people supported in our congregate care homes
- Access to on-site mobile vaccination clinics for employees and people supported
- Access to an Infection Prevention and Control (IPAC) Champion who assists with challenges around effective disinfection and personal protective equipment
- Weekly reporting our PPE usage to MCCSS, resulting in receiving automatic shipments to top up our main PPE supplies (ie. gloves, masks, disinfectants)
- Access to an on-line “emergency PPE supply” ordering portal through our ministry.
- Weekly invitations to participate in virtual joint information sessions between MCCSS & the EOHU.

We consider ourselves extremely fortunate that our first positive case of covid-19 occurred around the end of December 2021. By mid February we had managed 4 outbreaks, each at a different residence. Thankfully no one was seriously ill. All employees continue to perform rapid antigen testing 3 x weekly before they enter the site locations. All visitors to our group homes are also tested before they enter.

Our vaccination rates among employees and people supported is excellent:

Employees: 74 active employees. 70 have at least 2 doses of the vaccine with roughly 1/3 having received their booster. Only 4 employees are unvaccinated.

Residential Services (congregate care). All 31 individuals are fully vaccinated; 29 have received their booster and 1 person received their 4th dose.

We eagerly anticipate the day when all restrictions are lifted....let's keep our fingers crossed!



Community Participation Supports

In 2021, we had to learn to adapt our community participation program to the ever-changing provincial and ministry guidelines, while also trying to work within the confines of the limited community based activities that were available due Covid closures. This required some ingenuity and a great deal of flexibility and patience on the part of employees, people supported and families. As the year went on, we were able to offer one-on-one and small group recreational activities in the community, such as swimming, bowling, exercise classes, walking at the Dome, as well as , accessing as many outdoor recreational activities as we could find. We continued to try to limit the risk of Covid to the people we support by sticking with small group cohorts.



We also continued to offer a variety of virtual activities, such as, bingo, craft and painting classes, yoga, and chat groups. These virtual activities were very successful and provided residential support workers and families with opportunities for people to be involved and socialize with friends.



Throughout the year, our community support workers needed to be adaptable and did their best to provide people supported with interesting and creative ways to spend their days. Community workers also frequently provided additional support to their colleagues in the residential program due to staff shortages.



Although it was a trying year, we look forward to resuming our commitment to provide the best possible community based supports to people and their families. As always our goal is to have people participate in community based recreational activities if they are available. If not, we will look at offering activities of interest at the Community Network Centre.





Martine Pardo

Every Canvas is a journey all its own...

American abstract artist, Helen Frankenthaler, summed up the inspiration behind this famous quote, in which every painting does require a little mystery, some vagueness, some fantasy and depth in order to define its own individuality. There are no two works of art the same. This encapsulates a fitting title that is worthy to capture the success and the inspiration as we journey with Martine Pardo, from her paint brush to the canvas.

Since Coronavirus hit the world stage, its effects took a choke hold deep within our communities. The world that we once knew had become a world of uncertainty, isolation and segregation. Despite the numerous closures and health measures across the numerous sectors in Glengarry, the resolve to provide meaningful support in the face of a global pandemic became a creed for the support professionals at Community Living Glengarry. It would be a challenge faced by all, in an agency that focuses on daily living and community inclusion in order to enrich the lives of people with intellectual disabilities.

The cancellations of revered social roles included no more face-to-face activities, the tragic loss of employment and volunteering within their community and for the many who reside in our congregate settings, there were no more visits with family. The unknowns and the trauma experienced by the people supported heightened their need for engagement and inclusion.

For Martine, it was quite difficult. She said in the beginning of the pandemic that she would watch the news to listen, hoping that the world would once again open up. "It got old after a while", she said, "Now I find it better to keep the tv off."

Martine kept her support team busy, and it seems so far away these days. Before the pandemic, she used to work at Pizza Hut once a week making pizza boxes. She would walk with her support staff to the grocery store to do her own groceries. "Even eating inside a restaurant or going to watch a movie was taken away from me", she says. "What I hate most is being bored", she adds.

With the use of technology at our fingertips, the support team at Community Living Glengarry modified day support programs to provide virtual opportunities as a way to stay connected. It was a unique approach of inclusion, to at least engage the many people who felt in limbo by providing meaningful contact in a non-face-to-face way. From social zoom chats to yoga, it proved a success.

One of the opportunities that were offered was a painting program, led by Bobi Poitras, a local artist and vice-president of the Glengarry Artists Collective.

Once a week, Martine would log into the virtual room on zoom with her iPad and follow instructions as she witnessed her canvas transform into her very own masterpiece. Some of the paintings took up to three weeks to complete and before long, Martine's living room was transformed into her own gallery of colourful art.

For Bobi, the adjustment of altering her in-person painting classes to a virtual format did have its share of limitations. She was quick to express how much joy she had in doing the classes in person pre-pandemic, where the spotlight could focus on creativity and expression of each artist within an energetic and engaging environment.

"The biggest challenge to virtual was that we could only focus on one type of painting, whereas in person, they could be as creative as they want to be and come up with their own works of art from start to finish. I also found it to be a challenge if someone missed a class one week and fell behind, but we were always able to make it work. At least going virtual has allowed us to have classes in the midst of the pandemic", Bobi says.

Bobi pushed through with the keen enthusiasm from the numerous support workers across the varied programs at Community Living Glengarry and to families and caregivers at home, the weekly paint gatherings became a lifeline for the people we serve. The connection and positivity was addictive.

Even though the classes were limited to just one type of painting each session; all put their own twist on their artwork. They were encouraged to paint a cat any colour they want and use their own creativity as they pushed their own individuality into their strokes. "Martine's enthusiasm was infectious", Bobi notes, "and during each class, Martine would always ask, what painting are we doing next?"

Among the variety of art in her apartment, Martine seems to prefer the landscapes best. They are the ones she hangs on her wall. When I was conducting this interview, she pointed to the painting of the red barn front and centre, "That one is my favourite. I really like the red barn, it makes me feel calm", Martine said with a smile.

The success of Bobi's virtual arts program caught the attention of area professionals within the Alexandria community. One such professional, local general practitioner, Dr. Lucie Lajoie, who also happens to be Martine's family physician, commented to Martine during one of her visits about the painting classes. Lajoie read about it in the local newspaper and she is a proud supporter of the local arts herself. Lajoie had just recently renovated a new office and decorated her walls with artwork expressing her love for her community by a number of paintings from area artists, many who are members of the Glengarry Artists Collective.

In quick succession, Martine was astonished by the interest in her painting that Martine offered to give her one of her paintings. As a support worker, witnessing this interaction unfold automatically without my hand or direction is a fulfilling end and a real accomplishment for Martine. Social roles are vital. For many people who have intellectual disabilities, having full inclusion within their communities are rare. Some are socially withdrawn and isolated and at the same time, require the efforts of their support team to help them discover independence, social inclusion and find meaningful roles and interactions in order to achieve their dreams.

With another lockdown looming, this time the Omicron variant, made Martine's gifting delayed. She would ask week after week when she could give her family physician a painting. When the opportunity finally came for Martine to deliver, she chose four of her masterpieces that had flowers. She was also quick to remind me that we needed to bring the paintings that had flowers because of Dr. Lajoie's love of gardening.

In the midst of all the smiles behind the masks, there were tear-filled expressions of joy that day. The painting most revered by Martine's family Doctor was a wheelbarrow in a garden of colourful wildflowers. Martine was full of pride, "Everyone will get to see my painting on the wall", Martine beamed on the drive home. "It makes me happy inside that she cares", Martine expressed, "I really like my doctor and she cares about me a lot."

It is true that every canvas is a journey all its own. The journey from start to finish was a gathering of kindred spirits who helped Martine create the masterpiece for all of Dr. Lajoie's patients to enjoy. One can hope that there is an opportunity for the eye to pause and ponder at the beauty of the creativity and individual expression that helped to create it.

It took the passion of community volunteers like Bobi, to give her time to help mentor and teach the people supported across the agency during a time in the pandemic when isolation and segregation was normal. Her guidance helped Martine aspire and take flight with the support of her support professionals who encouraged Martine's creative intuition to bring the canvas to life with beautiful expression.

Now, full circle, the gift of kindness and giving also inspired Martine to share her talent with her community. The painting, now hanging in Dr. Lajoie's Medical office, confirms that Martine's community is a vibrant one and full of colourful blooms. It has become a living piece of art where its meaning resonates the cycle of our lives and the very heartbeat of community, creativity and inclusion.

By Martine Pardo and Jim Mullin



"Everyone will get to see my painting on the wall"



"It makes me happy inside that she cares"





Peter Paiement

Covid won't break me, just makes me stronger!

Peter moved from Cornwall to Alexandria in May 2021, where he currently resides on Bishop Street. He settled into his new home quickly and made friends in record time. Peter is such a social butterfly, he is certainly in his element meeting new people and loves to draw them in with his magic trick of making their thumb disappear and reappear or showing his large collection of swimming and bowling trophies from the past thirty years, that are proudly displayed on his shelves.

Peter loves to help staff with cooking and baking and has his own apron for those occasions. He also enjoyed spending quality time with Myia, a DSW student, who taught Peter how to do his own laundry. There is never a shortage of leisure activities for Peter to engage in to pass the time at home. He's a huge sports fan and regularly watches the Toronto Blue Jays and the Winnipeg Jets. He was "over the moon" thrilled this winter when he had the opportunity to see the Jets play Ottawa at the Canadian Tire Center, especially when his Jets won 4-3! In the evening, he enjoys watching some of his favorite shows: Bay Watch, 911, La Bamba movie. Peter also loves to listen to music from a wide range of artists: Michael Jackson, Kenny Rogers, Keith Urban, Bryan Adams, Eagles, ACDC and Shania Twain

Peter has found the closures related to Covid-19 to be challenging. He especially missed the amount of contact he normally had with his family and friend, Leslie. In spite of covid-19, both Peter and his brother, Robert, talk to each other on the phone quite a bit to keep up to what's happening in their lives. Robert's wife and daughters also ensure to get a turn talking with Peter as well. On the occasions where restrictions had eased, Peter's brother was able to visit him a few times, making it the highlight of Peter's day. Peter also recently enjoyed a lunch date with his good friend Leslie, something he looks forward to doing more often, now that restrictions are lifting. Attending school, Initiation à la vie, is high on Peter's list of priorities and fortunately has remained relatively stable during covid. Peter loves participating in the many activities his school plans and especially loves to swim weekly at the Aquatic Center where he is known by the lifeguards and regular swimmers. Peter has developed close relationships with his teachers and school friends, often returning home with exciting tales of his day and sometimes sporting colourful temporary tattoos.

Adjusting to covid-19, the past couple of years, may have put a kink in Peter's lifestyle, but it has not dampened his spirit or future aspirations of finding a job and getting a permanent tattoo!

By Peter Paiement and Daniela Rupp



"Makes me stronger!"



Fundraising – a year in review

Community Living Glengarry has had the support of Glengarry and surrounding areas with regards to our Fundraising program.

We have held many Annual events such as our Lobster Fest our Summer Classic Golf Tournament as well our Community Run and \$10,000 Draw and Wine & Cheese. Community Living Bingo's have taken place every Wednesday at the Cornwall Bingo Centre.

Community Living Glengarry receives a wide range of support such as donation of items and sponsors for events as well as the community's attendance at our events. Fundraising would not be made possible without the support of community partners and the generosity of people attending and supporting our fundraising.

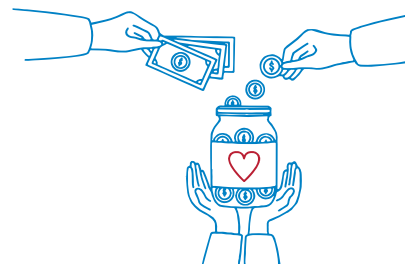
The following is net proceeds from the following events:

Lobster Fest \$2587.00 (Drive Thru version due to Covid)

Bingo's \$4193.00

Wine and Cheese and Draw \$12,253.00 (held Virtual due to Covid)

Donations and other Revenues \$3436.00



Infrastructure & funding

Community Living Glengarry was successful in obtaining funding for a couple of our homes.

The Bishop residence, had issues with the floors and the limited space in the kitchen, dining room and living room. These rooms were renovated, Bishop now has a beautiful open concept area making the environment more easily accessible to the individuals residing in the home. The kitchen now has a pantry and an ample amount of cupboard space. Flooring throughout the main area and the halls, was replaced. In the downstairs apartment at Bishop, we obtained funding for a security system. Cameras and an intercom was installed.

At our Anik residence, we were able to obtain funding to convert a storage area into a bedroom. The new room is very spacious.

We also received additional funding resources, related to a person we are currently supporting which also enabled CLG to increase capacity. We are now funded to support 33 individuals in our residential services.

Statement of Operations for the year ended March 31, 2022

REVENUES	\$	EXPENDITURES	\$
MCCSS subsidies	4,634,143	Salaries & Benefits	3,955,121
Other grants	443,708	People Supported	399,723
Accommodation Fees	317,177	Administration	436,173
Fees for Services	173,368	Buildings expenses	485,261
Other income	98,405	Other expenses	363,031
Fundraising	179,126	Fundraising	158,748
TOTAL	\$ 5,845,927	TOTAL	\$ 5,798,057