

ANNUAL REPORT 2021-2022







A MESSAGE FROM THE ACTING EXECUTIVE DIRECTOR AND THE CHAIR OF THE BOARD OF DIRECTORS

This past year has certainly been one of the more challenging ones for Community Living York South in recent years. The COVID-19 pandemic has redefined the way in which we have conducted our overall operations as an organization, in addition to the impact it has had on our personal lives. At the end of the second year of the pandemic, we have started the process of reopening and with the lifting of many of the restrictions placed upon us as a result of the emergency orders, are hopeful that we can once again be more involved in community activities like we had been prior to COVID. Reflecting on the last year, the main theme once again is our resilience, not only as individuals but as a sector and also at the societal level. The definition of resilience is the ability to recover or bounce back when encountering a challenge or crisis, having a reservoir of strength in the face of stress and hardship and adapting in the face of adversity. Resilience once again over this past year has been defined by the people we support, their families, our employees, and our volunteers. From the beginning of the pandemic to present, they have faced each day, each emergency order, each wave and each season with grace, strength, and fortitude. They have responded by wearing PPE, following all of the health, safety, and infection prevention and control measures, living under more limiting restrictions than the broader community, pulling up their sleeves for vaccines, doing surveillance testing, coping through multiple outbreak situations, and staying the course and doing their part to get us through each wave.

Like many organizations, CLYS, through our best collective efforts, worked hard to keep each other and ourselves healthy and safe. We experienced quite a number of outbreaks over the last year, particularly with the Omicron wave back in December 2021 and January 2022. We were absolutely stretched to the limit. We bent, but we didn't break. We feel very fortunate to have minimized the health impact on people we support and on our employees. We are very thankful to each and every one of you for the resilience that you demonstrated over the past year. We were definitely all in it together, and it made us stronger.

A MESSAGE FROM THE ACTING EXECUTIVE DIRECTOR AND THE CHAIR OF THE BOARD OF DIRECTORS

Continued

In the past fiscal year, there were some leadership challenges for the organization to overcome. We are very grateful for the tremendous support received from our management team and from our teams at large, as well as from our Board of Directors and the Committees and Task Forces of the Board. Over the past year, CLYS conducted diversity equity and inclusion training for the leadership team, as well as for the Board of Directors. We are committed to furthering our efforts on this front over the coming year. From a financial standpoint, we had a very successful year in 2021/22, as you can see from our financial results that are contained within this Annual Report. One major initiative that we were able to implement prior to the commencement of Bill 124 in January 2022 was the change in our employee pension plan from a defined contribution plan to a defined benefit plan. This was done as part of our overall compensation strategy, with the aim of furthering employee retention by providing a greatly improved pension plan, as well as making Community Living York South a desirable place to work that is competitive in the broader marketplace. Our efforts to increase our employee base and rely less upon staffing agencies will continue and strengthen over the coming year. We greatly look forward to emerging from the pandemic and getting back to a more normal state over the next year.

Respectfully,



Steven Klein
Acting Executive Director



Bob Da Costa Chair



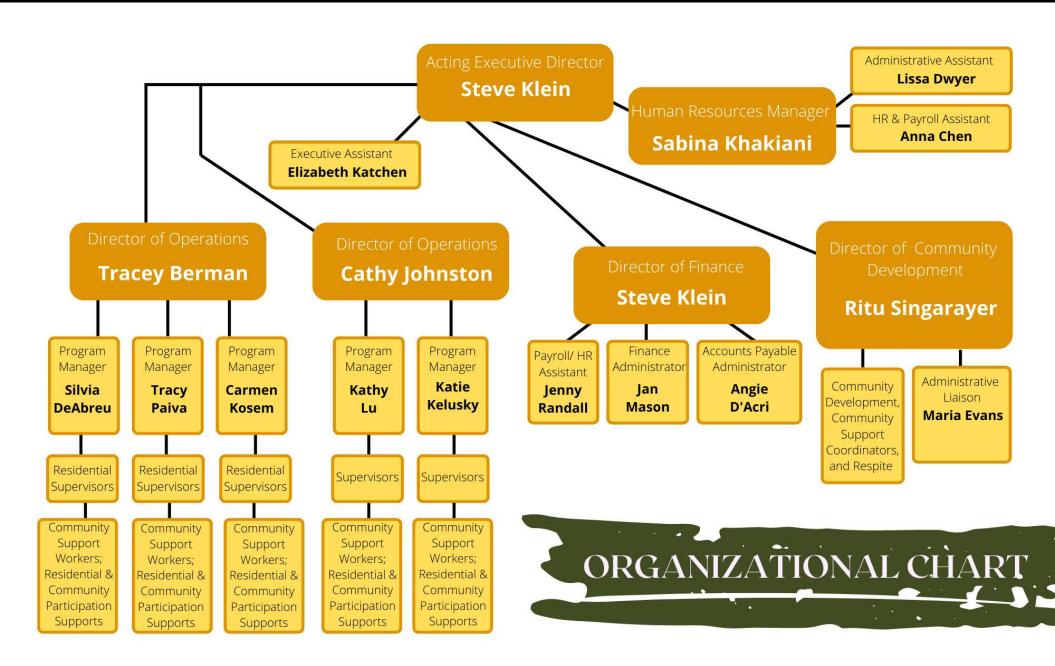
MEET OUR BOARD OF DIRECTORS

The Board of Directors provides governance, oversight, leadership, guidance and support to the Executive Director of Community Living York South and the association as a whole.

Thank you to our Board of Directors for their unwavering governance support in 2021-2022



The Board of Directors at 2019 AGM



COMMUNITY LIVING YORK SOUTH'S

Misson, Vision and Values





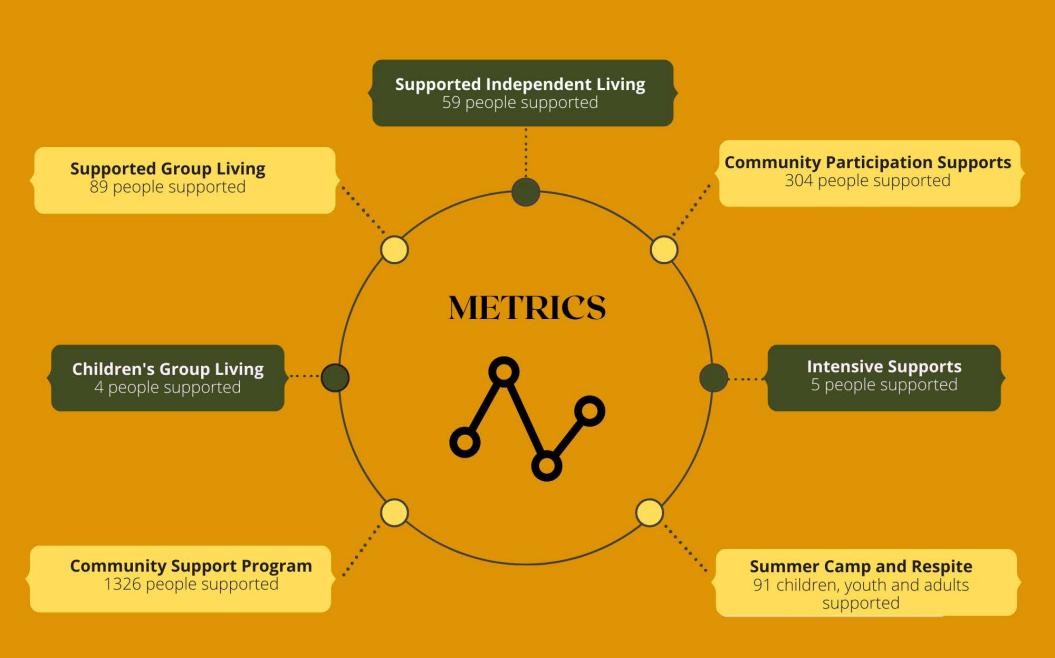
Empower people with an intellectual disability to live, learn, work and participate in their community



Community Living York South believes in a community where everyone belongs



People. Team. Community.





2021 - 2022 Revenue

OPERATIONS BY PROGRAM

Fees for Service - 6%

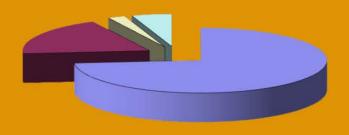
Donations & Support From Other Sources - 2%

Government Subsidies & Grants - 92%

2021 - 2022 Expenditures

OPERATIONS BY PROGRAM

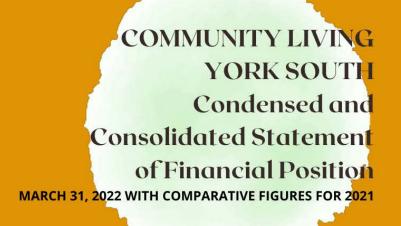
- Community Participation Supports 19%
- Community & Family Supports 2%
- Administration & Fundraising 5%
- Residential & Independent Living Supports 74%



COMMUNITY LIVING YORK SOUTH Condensed and Consolidated Statement of Operations MARCH 31, 2022 WITH COMPARATIVE FIGURES FOR 2021

	2022	2021
REVENUE		
Government funding	\$16,262,188	\$15,127,620
Fees for services	938,784	968,090
Other revenue and public support	1,087,368	1,717,588
	18,288,340	17,813,298
EXPENDITURES		
Staff salaries and benefits	11,489,810	10,958,362
Occupancy-related costs	1,328,543	1,402,020
Program support	4,086,972	3,292,703
Other expenses	676,243	618,193
	17,581,568	16,271,278
Excess of revenue over expenditures	\$706,772	\$1,542,020
CAPCITATION		

	2022	2021
ASSETS		
Current assets and long-term investments	\$8,909,088	\$8,478,330
Capital assets	6,157,503	6,265,067
	\$15,066,591	\$14,743,397
LIABILITIES AND NET ASSETS		
Total current liabilities	\$2,153,487	\$2,410,507
Total long term liabilities	1,118,499	1,245,057
Total net assets	11,794,605	11,087,833
	\$15,066,591	\$14,743,397

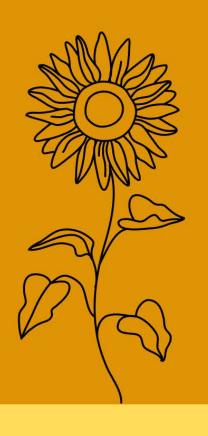


ADDRESS RESOURCE CHALLENGES



- Received \$124, 907 from Human Resource Development Canada to hire 22 employees within various roles across the association.
- Received \$24, 538 in funding from various funders, including Employment and Social Development Canada (ESDC), the Realtors Care Foundation, as well as the CLYS donation drive.
- Approved for funding in the amount of \$129, 864 to execute the very first Project SEARCH York initiative in 2022-2023 by the Ministry of Labour, Training and Skills Development.
- Completed funder reporting requirements for United Way Greater Toronto Anchor Funding.
- Strategies implemented to address staff recruitment challenges due to changes in the employee market.
- Successfully ensured staffing compliments throughout all outbreaks.
- Implemented external Agency staff as a complement to our existing employee capacity.
- Day Supports reopened using a hybrid approach of in-person and virtual options.
- Marketplace offered in-person courses.
- Complimentary drop-in courses; games, karaoke and yoga offered to the community.
- People supported started accessing community events through the use of passport funding.

EXPAND AND STRENGTHEN PARTNERSHIPS AND COLLABORATION



- Re-established community partnerships with the Town of Markham, Town of Whitchurch-Stouffville, YMCA and Richmond Hill Library.
- Re-established partnership with Community Living Ontario sporting events, including Community Living Day at Argos, etc.
- York Regional Police delivered personal safety awareness training to CLYS employees working in the community.
- York Region Fire Department delivered safety training for CLYS employees and people supported.
- Working with York Region Public Health, day supports inspections were conducted to prepare for the reopening of in-person programming.
- CLYS transitioned all aspects of the Community Support Programs to individualized virtual supports and provided a robust suite of virtual workshops- to deliver these, we reached out to various partners, new and existing, to collaborate on the topics/resources.
- Continued planning and delivery of the final year for the dragon boat project with the Toronto International Dragon Boat Race Festival (TIDBRF).
- Maintained partnership with Aaniin community center, providing the community with virtual self-care and educational workshops.
- Maintained partnership with Etobicoke Senior Services (ESS) to provide increased opportunities to seniors, including the HEARTS educational series, holiday care packages and senior social teas.
- Partnered with Autism Ontario for Drive-thru activities for summer camp.
- Partner agency with My Community Hub.
- In partnership with Autism Ontario delivered a workshop on financial planning.

EXPAND AND STRENGTHEN PARTNERSHIPS AND COLLABORATION continued



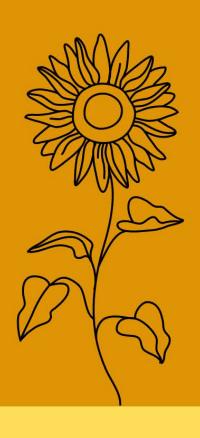
- Maintained partnership with The Good Neighbour project to deliver essential supplies to people within the community and the association's residential services. CLYS was recognized as a partner at the one-year Anniversary event.
- In Feb 2022, CLYS relaunched the collaborative meetings that has over 20 organizations coming together to network and promote collaboration to enhance inclusive opportunities.
- In partnership with the York Region Autism Spectrum Partnership and York Support Services Network delivered the informational and introduction series of the "Stronger Caregiver Toolkit".
- In partnership with the York Region District School Board, delivered a series of workshops to provide families with an opportunity to gain a better understanding of the funding opportunities available to them.
- In partnership with YMCA, the digital skills literacy program was delivered to youth and adults supported by CLYS.
- Partnered with the Ministry of Children and Community and Social Services to deliver workshops about public funding applications for children and adults.
- 11th annual Por Lay Shek Scholarships were made available to the community.
- ME and Lau Family Foundation Scholarship made available to the community for the third year.
- Supported and utilized Centre for Behaviour Health Sciences, Mackenzie Health for FASD services.

ENHANCE SUPPORTS FOR PEOPLE WHO ARE AGING



- Continue to strengthen partnerships with York Region Palliative care teams to support people and their wishes to receive support in their homes with end-of-life care.
- Palliative Care teams throughout York Region continue supporting people with changing needs- currently supporting 4 people in their homes who have a palliative care team.
- Occupational Therapy assessments continue to be conducted to ensure safe environments, as well as training on how to utilize equipment.
- Continued employee training and education on how to safely use mechanical devices to support the aging population.
- Participated in the Community Living Ontario panel discussion on "Supporting People who have a developmental disability to age in place".
- The purchase of 1 accessible Bus for a residential home in Richmond Hill, which supports 6 people who are aging.
- Continued partnership with Home and Community Care Support Services (Formally known as LHINs).
- Supported the aging population to learn and adapt to technology changes- through the use of iPads, online banking, and zoom parties.
- Person supported in SIL transitioned to 24-hour support in one of CLYS residential homes.

INCREASED ASSISTANCE TO FAMILIES



- Provided families with Rapid Antigen Testing Kits to alleviate any barriers and provide support during the pandemic.
- Continued to keep people connected with their family members through the use of technology, including Facetime and Zoom. This will continue as standard practice to keep people connected with families and friends.
- Expanded the Transition Aged Youth program by welcoming 6 new people supported.
- Family Task Force was an integral part of the work behind the member portal. The Member portal was launched in December 2021. The main focus of the member portal is to enhance member experience and provide valuable resources.
- CLYS e-news "Econnector" was circulated weekly to its subscribers to provide important announcements and resources to the people we support, families, and stakeholders in one place. The "Econnector" has over 1800 subscribers.
- "From a parent to a parent" corner introduced on CLYS enews
 "Econnector". This is a compilation of resources provided and updated by parents to keep other parents informed.
- The Community Supports Team (CST) frequently updates two resource directories created by the team "Keeping you Connected." These directories provide the community with virtual and essential needs resources.
- The CST responded to an overwhelming amount of requests (over 200 a month) and provided individualized supports/case coordination to address immediate, individualized needs for access to essential items/resources and immediate/crisis supports.

INCREASED ASSISTANCE TO FAMILIES continued



- The CST facilitated weekly virtual workshops for Youth/Adults and parents/caregivers, which included educational, self-help and wellness sessions. The workshops were also offered in multiple languages, including Cantonese, Mandarin, Tamil, Hindi, Urdu, Punjabi and English. On average, 15 workshops were held per month.
- Hosted a Couples Retreat at the Briars Resort and Spa with 20 couples in attendance.
- Supported a group of parents in developing their own "WeChat" and "WhatsApp" groups.



STRATEGIC APPROACH TO HUMAN RESOURCES



- Board of Directors, management team and all Residential Supervisors received training on "Anti-racism in action: exploring power, privilege, and allyship in the workplace" in partnership with Max people and Morneau Shepell, in line with the Diversity, Equity and Inclusion initiatives planned for the Association.
- As part of recruitment and retention strategy, the Association moved to Defined Benefits Pension Plan for all staff.
- HR and Payroll software moved to a secure, cloud-based platform and automation of onboarding, applicant tracking, and employee self-serve modules in progress.
- C.A.R.E (Care.Acceptance.Resources.Energizing) crew was formed to provide employees with resources related to wellness, mental health and wellbeing.
- Independent Counsellor services offered to all staff to help them with mental health and well-being in view of the challenges presented by the pandemic.
- Fire-side Chats with Rainmaker Strategies, Claudia Ferryman across the association (leadership, self-care, and wellness).
- HRDC students were hired in various capacities throughout the association, including support for online and in-person program development.
- CLYS is currently involved in The Operational Leaders Development
 Program pilot being developed by the Developmental Services Workforce
 Initiative Sub-Committee.
- Over 20 employees received specialized Conscious Care and Support training through the University of Toronto.

STRATEGIC APPROACH TO HUMAN RESOURCES continued



- 2 Worker representatives from CLYS JOHSC committee received their certification for health and safety.
- Employees attended person-centred planning workshops.
- In-Person Job Fair held outdoors at 101 Edward Ave to enhance recruitment strategies.
- Developed Outbreak Checklist in alignment with York Region Public Health requirements.
- Several employees attended Journey to Belonging Workshops.
- Management staff consistently attended Pooran Law Webinars on COVID information and discussion throughout the year.
- Employees attended Public Sector Executive Leadership Institute Conferences.
- Employees attended HR essentials, OADD and Stress Resilience workshops.
- The management team created and distributed the "In This Together" weekly newsletter to all employees.
- Mental Health First Aid Trainer, trained for the Association.
- Worker participation in JOHSC Committee increased to 11 representatives to ensure representation from all areas.
- KPMG financial observation workshop held for Residential Supervisors. Implementation plan in progress for recommendations.
- Infection Prevention and Control (IPAC champion) training across the organization to ensure there is at least one IPAC Champion per location.
- Mask Fit testing done for all staff across the Association.
- 3 staff trained as Mask Fit trainers.

Every day, CLYS Employees
work tirelessly to provide
exceptional care and support
to people in our residential
homes and the community.
These are some of the ways
CLYS expressed appreciation to
our employees this year!

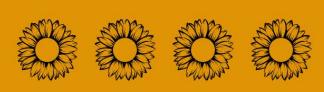


December
Distribution of appreciation gift cards

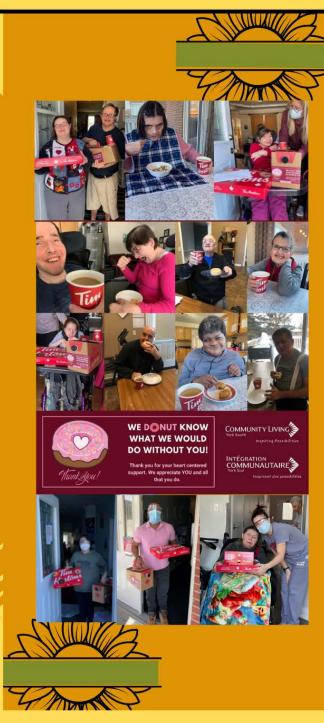
February
Tim Hortons coffee and treat delivery

April
Virtual Staff Appreciation Party





"Day after day, ordinary people become heroes through extraordinary and selfless actions"



Wilkinson Gift of the Heart

The Wilkinson Gift of the Heart was established in 2018, inspired by Don Wilkinson who models and lives the values of being heartcentered and selfless giving to improve people's lives.

In lieu of presenting this award to one individual staff, we are dedicating the award to ALL STAFF for their tremendous commitment and contribution to supporting health, safety and wellness of people we support, families, themselves, each other and our community. Since March 2020, we have been daily witnesses to the demonstration of compassion, caring, professionalism and heart centered support from our staff team in the face of uncertainty during the COVID 19 pandemic. In the midst of having to manage the impact of COVID 19 on their personal lives, they show up every day to provide essential frontline and background supports and services to keep our Association operational and to help others with the activities of daily life. We are thankful beyond measure for the leadership in their roles and bringing their best every day!





SERVICE AWARDS

Linda Bois	25
Judy Gentles	20
Shala Ghalabeigi	20
Maria Kolokathis	20
Kellie Upritchard	20
Shamai Silcott-Graham	20
Lisa Manzo	20
Stephanie McWilliams	20
Irma Ruiz	20
Sharlene Simpson	20
Mark L Smith	15
Jessica Domoney	15
Andreia De Assuncao	15
Johnnie Chung	15
Tracy Vlaming	15
Kamila Pot	15
Victoria Gignac	15
Anthony Enadeghe	10
Athene Chan Chow	10
Sheniece Jennings	5
Ann Truong	5
Eugenie Lau	5

MEMBERS

Amelia Mez
Athavi Kugathasan
Eugenie Lau
Gabrielle Papernick
Kayla Slimkowich
Lisha Ann Shaji
Maria Kolokathis
Miriam Agia
Ritu Singarayer
Sabina Khakiani
Shomiga Sivanathan
Tasha Kwapis

We are always looking for new members! Join the C.A.R.E. Crew today by emailing;

rsing a rayer @community living york south. ca



Don't forget to take the survey to let the C.A.R.E Crew know what projects you want to see this year!

https://www.surveymonkey.com/r/YJF5SLG

C.A.R.E CREW

The C.A.R.E Crew at Community Living York South has been working hard this year to promote wellness, mental health and self-care to all of our employees. Our valued employees have been working tirelessly for the well-being of the people we support and their families, and the C.A.R.E Crew strives to ensure they are doing the same for themselves!







This year the C.A.R.E Crew accomplished putting out selfcare posters, getting self-care packages out to all CLYS employees, and facilitated an activity and provided prizes at our United Way Campaign Celebration event.



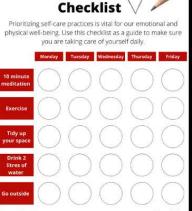




Look out for more exciting C.A.R.E Crew news in the monthly In This Together or association-wide emails.









TRIBUTES







Danny Vespera



Emily Joy Schieck "Where ever a beautiful soul has been, there is a trail of beautiful memories."

Wai Sa "Sasa" Lee







Emily Joy Schieck

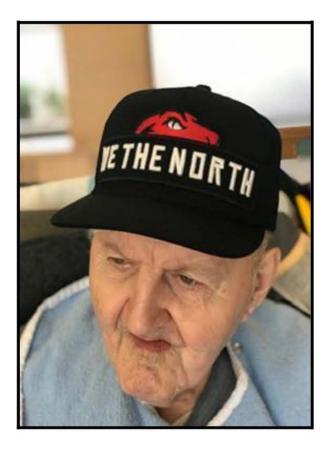
November 2, 1992 - October 31, 2021

It is with heavy hearts that we announce the unexpected passing of Emily Joy Schieck in her twenty-eighth year at her home in Richmond Hill. Emily was adored and loved. She was the apple of her family's eye. She will be deeply missed by her parents, Rob and Deb, her sisters, Meghan and Robyn, her grandparents, Mel and Joy, her nephew Grayson and niece Ella Jade. Emma, as we fondly called her, loved life to the fullest. She had the biggest smile that would brighten up any room. She loved music, whether it was music therapy, karaoke jam sessions at home or going to the Richmond Hill Theatre. She would get season tickets to the 'Classic Albums live' with Katie, her dad and her staff. She loved to dance and enjoyed going to wheelchair dances in Vaughan. Emma loved to be pampered, and spa nights were one of her favourite things to do. She thought it was too funny when staff supported her to wear a facial mask. She loved having foot massages and having her nails painted with her favourite colour, pink. Gardening was another past time joy. Emma loved picking the blackberries from her garden and then baking blackberry muffins. She absolutely loved water; swimming at the Snoozlen pool, going on boat cruises, and enjoying a canoe ride at Geneva Park. She captured the special times through her scrapbooks of all the milestones over the past ten years. Her CLYS family, especially her housemates Marziya, Katie, Marnie, her two favourite men, Alex and Patrick and the Balkan staff team past and present will sorely miss her. Emma's family said that she hit the jackpot when she moved to 376 Balkan. It was we, Community Living York South, who were the lucky ones.

We hit the jackpot by having you, Emma, in our lives.

Emma, you will forever remain in our hearts.







March 12, 1933 - September 8, 2021

••••

It is with heavy hearts, we announce the peaceful passing of Walter Nicoli in his 88th year at Unionvilla on September 8, 2021. Walter lived with his family before moving to Orillia and for the last thirty seven years was supported by his Community Living York South family. He moved to Unionvilla Long Term Care seven years ago and continued to be supported by the Wethersfield team. Walter had a close bond with his younger sister Mema and his late brother in law Bob. Walter was the definition of being resilient. Throughout his life he had several setbacks but he always managed to bounce back from difficult situations and come out stronger. Walter loved baseball caps, especially the Blue Jays and the Raptors, Tim Horton's coffee, donuts and chocolate cake. He had a special connection with Don Wilkinson, so much so that for his 85th birthday he asked for a baby boy doll and named him "Donald". Thank you Walter for teaching us resilience, strength, grace and compassion. It was a privilege to know you. You will be missed and forever remain in our hearts.

Wethersfield team

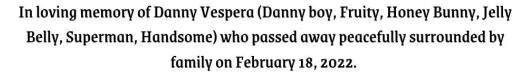






November 3, 1975 - Februrary 18, 2022

• • • • •



Danny had very simple pleasures. He loved his music, movies, television shows, singing, being sang to and food. Most of all, Danny loved his family and care givers. Danny lit up our lives and the whole world with his beautiful smile, unconditional love and pure heart. We are all so blessed, lucky, privileged and grateful to have had him in our lives for 46 years. We are comforted by the endless memories of love, laughter and the incredible joy he gave to his family and so many others. Danny will live forever in our hearts, always be on our minds and embedded eternally within our souls. This type of love never dies. Rest in peace until we meet again sweet spirit.

We love you always and forever.

He will be deeply missed by his mom, his sisters, Cecilia, Edite, Kathy, Linda, Suzy and Nancy and his Community Living York South family, especially, Alan, Nicholas, Michael, Annette, Jim and his Bathurst staff team. Danny, we will miss you and you will always be our sunshine.











Wai Sa "Sasa" Lee

August 20, 1962 - Janurary 19, 2022

• • • • •

Sasa passed away peacefully on the evening of January 19th at Mackenzie Health Hospital. Sasa resided at 25 Brillinger Street and was admitted to the hospital on January 10th following some complications. Sasa moved into Brillinger home on February 20th, 2009. Sasa was 59 years old and had a big impact on people. Sasa put countless smiles on her roommates, peers and staffs hearts and will always be remembered for her heartwarming smile and signature laughter. Sasa loved expressing herself through singing and dancing. She was a kindhearted woman who loved enjoying a decadent slice of cake or favorite ice cream treat! Sasa also attended Vision Quest day program (since 2004) where she spent her days connecting with friends and enjoying a variety of social and community activities and connections. Sasa was a strong and brave woman. We find comfort in knowing she is now at peace. She will be deeply missed by her family, friends, loving staff support system and roommates, Wai Chung, Lai Ching, Sau Mei, Mi Wah and Kitty.











An agency of the Government of Ontario Un organisme du gouvernement de l'Ontari

- Decksterity Carpentry Contracting Ltd.
- Don Hamilton
- David Butt
- Michael & Rona Tang
- Ann Li
- Ed Lau ME & Lau Family Foundation
- Agatha Fallone Cretaro RBC
- Katrina Milani Eagles Nest Golf Club
- Power Tech Solutions Inc.
- David Barber Piper Barber Ins. Agency Inc
- Mrs. Debbie McNamee Megaloid Laboratories
- PooranLaw Professional Corporation
- Minken Employment Lawyers
- Janet Tsao
- The BCSS Family Bill Crothers Secondary School
- Mika Chow Dell Technologies
- Marianne Chu
- William Cresswell
- SE Telecom
- Debra Schieck

- Clare Kortner
- Susan Hicks
- Ted & Lynda Langdon
- Alva Crawford
- Carla Anderson
- Christine & Blaire Davidson
- Claudia Ferryman
- Donna Johnstone
- George Sutton
- John Wilson
- Joy & Mel Robertson
- Krishna Pooran
- Lori Palozzi
- Margaret & Jay Taggart
- Peggy Simionati
- Rick Deacon
- Brenda Patlik

- Anthea Stewart
- Bridget Anene
- Bruce Fisher
- Conrad Siu
- Elizabeth Krasny
- Helen Roberts
- Katy Koepke
- Murrary Nugent
- Patricia Ziricino
- Robert Lewis
- Mary Wilton
- Robert Roberti
- Sandi Di Pietra
- Denise Currie
- Tina Farrace
- Heidi Alexander
- Corrie Hodges Saje Wellness



Richmond Hill

101 Edward Avenue, Richmond Hill, Ontario L4C 5E5

Markham

5694 Hwy 7 East, Unit 13, Markham, ON L3P 1B4

Vaughan

190 Marycroft Ave, Unit 5, Woodbridge, ON L4L 5Y1





