



2017 - 2018 ANNUAL REPORT

**ANNUAL GENERAL MEETING
Wednesday, September 5, 2018
Wellington's Pub & Grill, Parry Sound**

REPORT FROM THE PRESIDENT

In 2017-2018, Community Living Parry Sound (CLPS) continued our focus on inclusion and providing the best possible support to the people who use our services, their families, our community and our staff. Adaption to, and preparation for, change have been the guidelines this past year.

CLPS continued our work with LIFT Philanthropy Partners. As we transform from a program-based to a personalized support services model, LIFT has assisted us in redefining the roles of our staff and how they define the work that they do. This process has involved extensive individual and group sessions that have focused on the need to identify the strengths of each individual on staff and how best those strengths can be utilized for the benefit of the people we serve, the individual themselves, and CLPS. Time has been spent to understand the goals and aspirations of our staff and how those can best fit the new model of CLPS and ensure continued strong and vibrant leadership now and into the future.

Technological improvements were implemented to improve the work experience of our staff and make it easier for them to work remotely and yet feel part of the team and engaged in all aspects of CLPS and our mission. Once again, LIFT was an essential partner in these changes and afforded CLPS to acquire equipment and technological advances that would not have been possible without their support.

CLPS involvement in the community was broadened this past year with the successful implementation of the *Cultivating a Friendly Parry Sound* project, culminating in the community dinner held at The Hub in February. The *StopGap* ramp program provided disabled persons with better access to our local businesses and gave CLPS the opportunity to learn more about our local businesses and how they can support CLPS and CLPS can support them. The *Team All Abilities* project garnered the support of the community and helped to keep the focus on the unlimited potential and abilities of each community member.

Once again, the Town of Parry Sound provided excellent support by declaring May 2018 as Community Living Month in Parry Sound. Record attendance at our golf event, Breakfast with the Mayor and other events clearly demonstrate the esteem in which our community holds CLPS and its commitment to our mission.

In a year filled with continuing change and challenge, CLPS kept our focus on those that matter the most – the people we support and the staff that help support them. A personal and heartfelt ‘Thank you’ from every member of the board to each person who is involved with and/or supports CLPS. We look forward to another challenging and successful year of growth, change and accomplishment.

*Respectfully submitted,
Lynda Marshall, President*

REPORT FROM THE EXECUTIVE DIRECTOR

The Community Living Parry Sound (CLPS) strategic plan has four strategic directions:

1. Advance our Community First Philosophy by joining forces with new and existing partners to expand opportunities and produce rewarding results for people and their families
2. Move forward with succession planning and growing the next generation of leaders to meet the challenges and opportunities of the future
3. Transform CLPS business practices to align with the shift to direct purchasing and providing of personalized and inclusive supports
4. Lead the way in providing creative and innovative supports

I am very proud to report that through the partnership with LIFT Philanthropy Partners we have made significant advancements in all four strategic directions during 2017/18. The work has been intense and at times demanding but staff have risen to the challenges and have grown and developed as a result. I am so appreciative to all the staff but in particular the non-management staff that stepped up and got involved. LIFT's work engaged staff from all levels which truly deepened the learning and provided a more diverse perspective.

Our vision is *A community where all the people have the power and freedom to determine the life that they want.* LIFT partnered with CLPS over the past 18 months to support the organization to move to a personalized approach. As a result of LIFT's support, CLPS will effectively transition from a grant funding model to a fee-for service model and become better able to demonstrate positive social inclusion outcomes.

CLPS 2017-2020 Strategic Priorities include: *Move forward with succession planning and growing the next generation of leaders to meet challenges and opportunities of the future* (Strategic Direction 2), and *Transform CLPS business practices to align with the shift to direct purchasing and providing of personalized and inclusive supports* (Strategic Direction 3). Together, CLPS and LIFT undertook the following LIFT Plan Goals to support these strategic priorities and expand the reach, impact, and effectiveness of CLPS:

1. Refined Service Portfolio: A process map was designed to help highlight people's experience with CLPS and document opportunities to enhance the transition to a personalized approach, including an updated service offering.
2. Change Management: As the organization transforms its business model, a change management strategy will help ensure buy-in across the organization and remove potential obstacles. In August all staff were surveyed to assess the understanding of why the transformation to a new service approach was happening and the impact that this was having on staff. On August 16th LIFT conducted a workshop with Management staff so that they could better understand how to support staff through this transformation.

3. Transformation Work Plan: with LIFT's assistance we have developed a clear transformation work plan that is comprehensive of all aspects of the agency and is tracked and measured.
4. Measurement: There is a need to ensure that the organization has clear social impact outcomes, both at the organization level and at the person level, with systems in place to both prove and improve results. The outcome measurement framework will incorporate metrics around social impact, operational performance, and the LIFT- CLPS partnership. We have developed a dashboard for the strategic plan as well as have identified key indicators for measurement. Our goal is that for next year's AGM we will have clear metrics to report our progress in delivering the best quality of person directed supports.
5. Leadership Development Strategy: A leadership development strategy is required to support organizational leadership development as well as succession planning. Through the generous sponsorship of LIFT, consultants G. Vergilio and Associates were contracted to deliver a strategy which would assist us to grow into not only a culture of learning but as well one of shared leadership. Gina and her team provided all staff with the opportunity to self-assess their leadership style and then provided a one-hour confidential coaching session. Although the coaching was confidential, Gina and her team have identified emerging themes which we as management need to be aware of and perhaps work to improve. This feedback session is scheduled for August 28th. During the month of July, Lianne Picot delivered a 2-day Leadership Development Retreat with non-management staff. This workshop and the coaching has had a profound impact on staff. Lianne will be conducting a Leadership Retreat for Management staff in September and will also be conducting a workshop during our annual agency wide staff meeting.

We are so grateful to have had the opportunity to work with LIFT Philanthropy Partners and their amazing staff: Alexandra Snelgrove, Simrat Mand, Sarah Kafka and Sheryl Lee.

Again I must extend my profound appreciation to all the staff; it has been a challenging year but we can truly see the social impact that we are creating, not only with the transformation to a personalized approach to services but through all the community development work that has been done over the past year with Team All Abilities, Stop Gap, Community Gardens, Cultivating a Friendly Parry Sound, and A Part of My Community.

I would also like to thank the Board of Directors for all their work and their ongoing supports.

Respectfully Submitted
Jo-Anne Demick



Only 54%
of individuals
in Ontario with
intellectual disabilities
requesting support
receive services

more inclusive communities

Community Living Parry Sound | Partner since: MARCH 2017

Community Living Parry Sound (CLPS) works to ensure people with developmental disabilities can live in their community under conditions that encourage personal growth and promote participation as valued and contributing citizens. CLPS helps build better lives in its community through partnerships, innovation and education. With changes to non-profit funding, CLPS must transform how services are delivered to people and their families.

opportunity

Help CLPS serve more people at a much deeper level to strengthen social inclusion. Provide support as CLPS advances its Community First Philosophy; adopting a personalized approach to help more people with disabilities build satisfying lives in their community.

plan

Develop strategy and structure to create efficiencies as CLPS moves from a grant-funding model to fee-for-service and transition to a customized service that responds to individual needs and circumstances.

impact

- Focus on person-directed planning processes and tools customized to individual needs to achieve stronger impact in the lives of people with developmental disabilities and their families
- Using fewer resources, refine service portfolio and streamline core activities to deepen impact with new and existing people receiving services
- Leverage community supports, providing more holistic options for people to live the life they want
- Strengthen capacity through stronger systems to measure operational and social impact, and strategies for organizational leadership development and succession planning
- Change management support to ensure CLPS is set up for success during and post transition to a personalized approach

“LIFT has facilitated a better understanding of how we can increase our social impact by teaching and doing the work with us. Together, we have transformed our social enterprise into a business model for others to follow provincially.”

*Jo-Anne Demick, Executive Director
Community Living Parry Sound*

NOMINATING AND MEMBERSHIP COMMITTEE REPORT

The Community Living Parry Sound By-laws provide for the terms of one third of the nine-member Board of Directors to expire each year. Due to the expiration of two full three-year terms and one two-year term, this year there will be one individual elected for a one-year term and two individuals elected for full three-year terms.

The three Directors whose terms are expiring are:

Lynda Marshall, who is completing her second consecutive full term. With the approval of the Board, Lynda Marshall will continue to serve in accordance with our By-Laws, "Directors may continue until their successors are elected or appointed".

Linda Taylor, who is completing her first full term and is standing for re-election to a second full three-year term;

Doris Muckenheim, who is completing her first two-year term and is standing for re-election to a second full three-year term.

Recommendations

The Nominating and Membership Committee recommends:

THAT Lynda Marshall be elected to the Board of Directors of Community Living Parry Sound for a one-year term, from 2018 to 2019

THAT Linda Taylor be elected to the Board of Directors of Community Living Parry Sound for a three-year term, from 2018 to 2021

THAT Doris Muckenheim be elected to the Board of Directors of Community Living Parry Sound for a three-year term, from 2018 to 2021

THAT the Board of Directors of Community Living Parry Sound for 2018-2019 be:

Angelika Distler, term 2017-2020

Danny Gray, term 2016-2019

Lynda Marshall, term 2018-2019

Doris Muckenheim, term 2018-2021

Lianne Piddington, term 2016-2019

Linda Taylor, term 2018-2021

Julie Thorogood, term 2017-2020

Amelia Wilkinson, term 2016-2019

David Williams, term 2017-2020

Respectfully submitted,

Danny Gray, Chair

Amelia Wilkinson, Director

Julie Thorogood, Director

David Williams, Director

Jo-Anne Demick, Executive Director

Jane Leadbeater, Manager of HR & Administration

**COMMUNITY LIVING PARRY SOUND
BOARD OF DIRECTORS
2017-18**

Angelika Distler

Owner with her husband of a construction business since 1983, she has also had experience in banking, and owned and managed her own women's clothing store. She was as a Member and Treasurer of the Parry Sound Downtown Business Association, is a CLPS volunteer, and serves in various ways at her church, including being Treasurer.

Danny Gray

Danny is a teacher with the Near North District School Board and is a qualified Special Education Specialist. He served on the Museum on Tower Hill board from 2012-2016. In addition to various Museum and Georgian Bay Biosphere Reserve events, he has also been involved in Pedalling for Parkinson's, the Salvation Army Toy Drive and Adopt-a-Senior.

Lynda Marshall

Born and raised in Parry Sound, Lynda graduated from Queen's University. She initially worked for The Children's Aid Society and Family and Social Services of Parry Sound. She then moved to Toronto to pursue a successful career in Sales and Marketing.

Doris Muckenheim

Doris has lived in the Parry Sound area since 1987 and has owned the Wolf Den since 1997. She previously worked at the Charles W. Stockey Centre as well as the West Parry Sound District Museum as the director curator. She has served on the Festival of the Sound board and has been staff liaison to other boards, and is a mentor for the Canadore College Business Program and a member of the Carling Township Waste Facility Issues Public Advisory Committee.

Lianne Piddington

Lianne is a wife, mother and grandmother. She and her husband Tom have owned Bay Area Electrical since 1993 and she has worked full time within the business since 2006. She was previously employed at the Parry Sound Muskoka Credit Union as well as the Parry Sound District General Hospital.

Linda Taylor

Linda has been employed at Belvedere Heights Community Support Services for the past twenty-six years. Throughout her career she has been involved with planning and implementing services for the West Parry Sound District, including negotiating budgets and partnering with care providers. She has also been involved with planning special events and fundraising.

Julie Thorogood

Julie is a self-employed bookkeeper. She has been involved in her children's school programs, class trips, curling tournaments and fundraising.

Amelia Wilkinson

Amelia grew up in Oakville and moved to Parry Sound eight years ago. She graduated as a veterinary technician in 2008 and has since managed a number of businesses including Muskoka Woods, Dairy Queen and Starbucks. She serves in her church as an usher, small group leader and in the Kids Ministry. She previously volunteered with the Oakville Humane Society, the Toronto Wildlife Rehab Centre, and Harvest Share.

David Williams

David moved to Parry Sound in September 2015 and began working at the Oldham Law firm. He is enjoying the access to outdoor activities and the friendliness of small town life.



Community Living Parry Sound
2017 ANNUAL GENERAL MEETING MINUTES
September 20, 2017 – Charles W. Stockey Centre

1. ADOPTION OF 2016 ANNUAL GENERAL MEETING MINUTES

Moved by Lisa Cook and seconded by Lianne Piddington that the minutes of the 2016 AGM, held on September 14, 2016, be approved as presented.

Carried.

2. ADOPTION OF 2016/2017 ANNUAL REPORT

Moved by Lianne Piddington and seconded by Douglas Brear that the 2016/2017 Annual Report be approved as presented.

Carried.

3. APPROVE THE BUSINESS OF THE 2015/2016 BOARD OF DIRECTORS

Moved by Douglas Brear and seconded by Jo Ann Poglitch that all contracts, acts and proceedings carried out by the Directors and Officers of Community Living Parry Sound since the last Annual General Meeting, held on September 4, 2016, be accepted as set forth.

Carried.

4. ADOPTION OF 2016/2017 AUDITED FINANCIAL STATEMENTS

Moved by Lisa Cook and seconded by Douglas Brear that the 2016/2017 Audited Financial Statements, prepared by Gingrich & Harris Chartered Professional Accountants be accepted as presented.

Carried.

5. APPOINTMENT OF ASSOCIATION'S AUDITOR FOR THE 2017/2018 BOARD YEAR

Moved by Jo Ann Poglitch and seconded by Sharon Shewen that the firm Gingrich & Harris Chartered Professional Accountants be appointed as the Association's Auditor for the 2017/2018 Board Year.

Carried.

6. **APPOINTMENT OF THE ASSOCIATION'S SOLICITOR FOR THE 2017/2018 BOARD YEAR**

Moved by Douglas Brear and seconded Linda Taylor that Larry Douglas be appointed as the Association's Solicitor for the 2017/2018 Board Year.

Carried.

7. **ACCLAMATION OF DIRECTOR**

Moved by Lianne Piddington and seconded by Jo Ann Poglitsch that Julie Thorogood be elected to the Board of Directors of Community Living Parry Sound for a three-year term, from 2017 to 2020.

Carried.

8. **ACCLAMATION OF DIRECTOR**

Moved by Linda Taylor and seconded by Sharon Shewen that David Williams be elected to the Board of Directors of Community Living Parry Sound for a three-year term, from 2017 to 2020.

Carried.

9. **2017/2018 BOARD OF DIRECTORS**

Moved by Linda Taylor and seconded by Lianne Piddington that the Board of Directors of Community Living Parry Sound for 2017-2018 be:

- Angelika Distler, term 2017-2020
- Danny Gray, term 2016-2019
- Lynda Marshall, term 2015-2018
- Doris Muckenheim, term 2016-2018
- Lianne Piddington, term 2016-2019
- Linda Taylor, term 2015-2018
- Julie Thorogood, term 2017-2020
- Amelia Wilkinson, term 2016-2019
- David Williams, term 2017-2020

10. **2017/2018 BOARD OF DIRECTORS**

Moved by Douglas Brear and seconded by Lisa Cook that the Community Living Parry Sound 55th Annual General Meeting be adjourned.

Minutes Approved by the Board of Directors:

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Lynda Marshall
President

Jane Leadbeater
Manager of HR & Administration