



ANNUAL REPORT 2015-2016

Community Living Oakville

We believe in people



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Our Vision & Mission

To be the service provider of choice in Oakville in support of people who have a developmental disability and their families. We encourage and support full community participation while providing quality services, supports and opportunities, enabling people with developmental disabilities to live active, rewarding and fulfilling lives.

2015-2016 BOARD OF DIRECTORS

Sally Fazal, President

Barry Thomson, Vice President

Greg MacDonald, Treasurer

Mike Demers, Director at Large

Chris DiFonzo, Director at Large

Peter Nesbitt, Director at Large

Nick Norvack, Director at Large

Tom Crawford, Director at Large

Message from the President

It is my honour once again to write to the members of Community Living Oakville as President of the Board. This is the last time I will be delivering this message, and so I will reflect on the last seven years of my association with this wonderful organization. I have learned a lot, and I thank my board colleagues, our wonderful staff and the families of this community for giving me the opportunity to learn and serve. I have been inspired by the dedication of our staff, the courage and love of our families and the support of our community through all seven years of my time with the board.

When I first joined the board, I had little knowledge of the developmental services sector but was inspired by the mission and vision of Community Living Oakville. Our mission to encourage and support full community participation while providing quality services, supports and opportunities, enabling people with a developmental disability to live active, rewarding and fulfilling lives is an apt description of the kind of community I want to live in.

Our core values: to enable citizenship and support participation in all aspects of community life; to provide high quality, individualized, caring services and support through skilled, trained and dedicated staff; and to hold ourselves accountable for these and an ongoing progressive commitment to improve; these values made Community Living Oakville the kind of organization I could commit to serve.

I am very proud of this organization and what it has achieved. When I started with Community Living Oakville's board we were in a worrying financial state. However, under the leadership of Tom Crawford in the President's role, Barry Thomson as Treasurer, and with the support of the Ministry of Community and Social Services and especially the hard work of staff and support of families, the agency began a concerted effort to stabilize our financial position and build our organizational capacity. Under our revitalization plan, we started to move from an agency at risk to the strong organization we are celebrating this year. In the subsequent years, the agency has worked with the Ministry of Community and Social Services, other service providers and the community to extend services, open new homes, build new facilities, implement individual support planning and monitoring, upgrade systems, implement new by-laws, governance committees and governance policy, and expand our roster of qualified and caring staff. Under the leadership of Janet Lorimer Community Living Oakville has become an example in our region of excellence and innovation. Our adherence to quality and safety standards is second to none. We have all come a long way and it has been immensely rewarding to support those changes.

You may have noted that in our financial statements this year a new note has appeared, bringing to the attention of members our economic dependence on the Ministry of Community and Social Services. It is an inescapable fact that we are constrained in what we can achieve for our community by the funding available. Community Living Oakville has been able to meet its obligations each year to Pay Equity legislation and the annual increased cost that obligation creates. Over the past seven years, we have added more than \$400,000 to our annual staff cost in order to meet this obligation. While I fully support the effort to achieve Pay Equity, we have had no support from the Ministry of Community and Social Services to specifically meet this funding shortfall. This means that each year the funds we have available for staff to support quality services is declining in real terms. While from a strict audit perspective our Pay Equity obligation is not something our auditors would flag, I believe it is important our members understand this annual additional cost and its implications.

Some agencies in Ontario have not been able to meet their Pay Equity obligations and have been sanctioned by the Ministry of Labour as a result. In some of these cases, the Ministry of Community and Social Services has stepped in to fund the shortfall. I want to make clear that the Ministry has supported many one-time initiatives at Community Living Oakville and is always ready to hear our requests for additional support when extraordinary situations arise. I thank them for that- our local regional office and supervisor has done the best they can for us. However, it is difficult for them to make long-term commitments to funding the agency beyond the current basic envelope.

The Ontario government has struck a Gender Wage Gap Strategy Steering Committee to look at this issue, and I am encouraged by their attention to this matter. OASIS has issued a statement as well recognizing the commitment of the Ministry of Community and Social Services to addressing this challenge for our sector.

As our members know, the Ministry last year announced that workshops in Ontario would be phasing out, but no specific timeline or mechanism for achieving this change has been announced. Our staff and board have met with Ministry officials to understand their plans and offer our suggestions as to how this transition could best be achieved and the annual cost to create new programs and services- in line with our Innovations programs. At the time of writing I have no information as to how (or whether) the Ministry can support our suggestions.

In August, the Ombudsman for Ontario presented a report into his investigation of the developmental services sector, in response to the more than 1000 complaints received over the past several years by his office. These formal complaints represent a fraction of the population at risk. I welcome and support many of the recommendations made. However, without additional funding, many people in Halton will remain on wait lists, or spend time in hospitals or within the criminal justice system instead of living meaningful lives among friends in their communities. Long term planning and a transparent assessment of and commitment to the required funding are needed to ensure the people we serve and their families are properly supported.

So, given our ongoing unfunded obligation to pay equity, the uncertain future of our Speers Place Industries workshop program and the changes that are certain to come from the Ombudsman report, we must be more vigilant and more creative than ever in finding alternative sources of funding, developing innovative programs and working collaboratively and constructively with the Ministry of Community and Social Services on which our agency depends.

I have every confidence that your new board for the coming year, with your support and Janet's leadership, will help steer CLO through these choppy waters. We have faced and surmounted challenges before and will again. For more than 60 years CLO has supported the well-being and happiness of people with developmental disabilities in our community. We live up to our mission and values; I have no doubt we will continue to do that for 60 more.

Thank you for the honour of serving as your President. Best wishes to all of you.

Sally Fazal
President



For over six decades Community Living Oakville has maintained its commitment to advocacy and the development of services that respond to the needs of families in our community. Those years have brought a great deal of growth, change, challenge and success.

In recent years the need to do more with less, has challenged organizations in the developmental sector to be highly collaborative, and innovative in order to offer quality services within their means. We have continued to expand community partnerships that lead to new opportunities for people we support. Our partnership with Sheridan College saw the creation of the very successful “Campus Connections” for young adults who wanted to experience campus life. Best Pack benefitted from the involvement of two Sheridan graduate students who over the course of the school year analyzed packaging processes, with the goal of optimizing inventory management and increasing efficiencies. They provided a 42 page “Capstone Project Report” with many valuable recommendations. Many seniors enjoyed new friends and pursuits with others from Tansley Garden Seniors Centre, and with a new partnership with St. Luke’s Anglican Church and grant from the Oakville Community Foundation, a new seniors program was launched with a beautiful High Tea in July. The Raise Your Voice Council has organized a number of well attended events including dinner dances, annual open house, dinner movie night, and conference. Thank you to the Trillium Foundation for supporting the Raise Your Voice Council, and helping to create increased social, learning and recreational opportunities, particularly for those in Halton who may be quite isolated.

We have been pleased to see more families receiving direct funding, generally through the Passport Program. However, we remain concerned that many families are waiting for funding and services, and many are in crisis. The province’s Ombudsman, Paul Dube, released his report *Nowhere To Turn*, on August 24, 2016. Sixty recommendations came out of the investigation which was launched in November of 2012 and resulted in over 1400 complaints. We are also concerned that funded services have not seen any funding increases in several years while all costs have

risen. Additional challenges continue to arise due to the increasing support needs of the people we support and care about, as they age, and work has begun on creating new day support options for people who are supported at Speers Place Industries.

Over the coming year our work will continue to be guided by our 2014-2017 Strategic Plan. Significant progress has been made across the various areas of the plan relating to our employees, programs and services, infrastructure and resources, and outreach. We have been very fortunate in securing grants from Halton Region, the Ontario Trillium Foundation, United Way, Ministry of Community and Social Services, Oakville Foundation for Intellectually Handicapped People and The Oakville Community Foundation to help us proceed with the café program, support the Raise Your Voice Council, continue to create new opportunities for seniors, upgrade technology, and implement training in a variety of areas. We continue to seek out funding opportunities to support and expand the Theatre and Media Groups.

In coming months work will begin on our next three year plan to ensure we continue moving forward with a strong foundation and clear direction with a focus on inclusion, responsive supports, and the needs of families in our community.

We thank our funders mentioned above, and are grateful to the Ministry of Community and Social Services for their financial support around the needed repairs and renovations for a number of our locations, and for their assistance with some of our crisis or pressure situations last year which allowed us to close the year with a balanced budget.

I want to thank the many people who volunteer, donate and support Community Living Oakville as well as our employees, Board of Directors and most of all the people who use our services. Together we create a community that cares about our common goals, and impact and enrich the larger community that we live and participate in.

Janet Lorimer
Executive Director

Operations

Surpluses are always nice! As in 7 of the last eight years, the 2016 fiscal year ended with a surplus, albeit somewhat smaller than previous years. This year the surplus totaled \$1,948. While not large it, nevertheless, reflected a finely tuned and well-managed balanced budget.

Revenues and expenses were higher than budgeted by \$400K

Capital

The Capital Account closed the year with a surplus of \$50K vs. a surplus of \$116K in 2015.

Capital now funds a new day service manager and part of an administrative assistant.

The Ministry provided infrastructure funding for needed repairs and renovations as follows:

- \$19,800 to replace all original windows at 225 Southwood.
- \$33,900 to install a Mag Lock System at 298 Pinegrove Road.
- \$8,000 to renovate the basement bathroom and add a shower at Washington.
- \$40,000 to install a sprinkler system at Victoria, (the last home to have this installed).
- \$9,000 to renovate a bathroom at Victoria Street.
- \$30,000 to renovate 3 bathrooms at Rebecca.
- \$5,200 to repair ramp and replace railings at 238 Third Line.
- \$8,000 to replace the back yard deck at 225 Southwood.
- \$20,500 to replace all old flooring at Bridge Road.
- \$13,200 to replace flooring in kitchen, bedrooms, hallways and stairs at Sherin.
- \$8,900 to replace external doors at 48 Washington.
- \$16,800 to replace ramp and deck at 221 Southwood.
- \$18,500 to replace all windows at 246 Third Line.
- \$18,600 to replace all windows at 238 Third Line.
- \$10,000 to replace all exit doors and frames at Church Street.
- \$7,000 to replace front and side doors at 225 Southwood.
- \$5,500 in one time funding was received under the Passport Building Capacity Funding initiative.
- The Ministry assisted Community Living Oakville to deal with some pressure situations where people we support experienced changing needs and required significantly higher support levels. We greatly appreciated \$139K to assist in dealing with these crisis situations which otherwise would have created deficits. The Ministry also provided \$203K for wage enhancements.

Financing Activities

Community Living Oakville repaid \$313K on its mortgages and notes in 2015-16. Total debt at fiscal year-end stands at \$2,584,974.00.

Best Pack

Best Pack closed the year with a loss of \$107K on revenues of \$650K, an improvement over last year's performance of a loss of \$150K and revenues of \$577K. There has been a notable uptick in revenue generation and new customers. It is important to note that Best Pack contributes approximately \$293K annually to Community Living Oakville overhead costs, and Speers Place Industries.

The transition of Speers Place Industries to different day support options remains a challenge. The current funding is not sufficient to support the various alternatives, and conversations have been ongoing with the Ministry.

Ministry

The Ministry continues to provide the majority of Community Living Oakville's funding, which was 82% in 2015/16. However, the agency faces continued financial pressure relating to increasing costs in all line items, changing needs of people we support as they age, crisis situations, the legislated pay equity obligation, and the transition of Speers Place Industries. Despite these issues, under the very able direction of Executive Director, Janet Lorimer, Community Living Oakville has maintained its mandate to provide a caring and well run organization.

Next Year

Again this year, Management presented a balanced budget for 2016-2017 to the Finance Committee and the Board of Directors, which was submitted to the Ministry. Much of this is the result of the unstinting work of Finance Manager, Nancy Steptoe, and her team. All of the activities of the agency, in fact, would not occur without dedicated, committed, skilled and professional staff. I extend my thanks to the staff, our Board of Directors and those we serve.

Thank you
Greg MacDonald
Treasurer

During 2015/16 the Governance Committee had a full agenda of issues to work on.

Compliance and Good Governance

The year began with the Committee recommending – in cooperation with the Finance Committee – a minor by-law amendment that changed the timing of the Annual General Meeting (AGM) from June to September. The amendment was approved in November by the membership. This has allowed the Board to receive the audited financial statements over the summer and properly review them before the AGM.

The Committee also organized training for the Board in November 2015. The session consisted of a presentation and workshop with an outside facilitator. The focus of the content was on Board governance and best practices. This session was beneficial for all Board members since it allowed us to focus on how well we are meeting governance best practices. I'm happy to say that we are doing well compared to the best practices and we are continuing to strive to ensure Community Living Oakville's Board achieves high marks on governance.

The training session was followed by a half-day strategic planning session in April, which the Governance Committee supported by preparing the agenda and coordinating materials. Janet provided some excellent information to the Board about risks and trends facing not just Community Living Oakville, but the entire Developmental Services Sector. It also gave the Board a chance to discuss several initiatives it wanted to pursue during the final year of its Strategic Plan.

During the spring and summer, the Committee focussed on the annual by-law review. This produced a series of recommended housekeeping amendments that you have before you tonight. We then turned our attention to a review of our Policies and

Procedures, which put into practice the guidelines the Board follows as it does its work.

Finally, the committee has also begun development of a risk register for the Board that will outline the key risks facing Community Living Oakville now and in the future. This document will be used by the Board to facilitate discussion and planning in meeting the challenges to come.

Board Membership

Our bylaws call for a Board size of between seven and twelve members. At the beginning of the Board year in June 2015, there were 10 members elected to the Board. During the course of the year the Board conducted recruitment and met with a number of perspective candidates.

As a result of this recruitment, Erin Walker was appointed to the Board on an interim basis until she could stand for election at this AGM.

This brought the Board membership to 11, which is where it stands as of this AGM.

Board Members' Terms of Office

Each Director is elected to the Board for a term of three years at a duly called AGM. A Director may be elected for one (1) subsequent consecutive term of three years at a duly called AGM. After a one year absence from the Board, after the subsequent term, a former Board member may be nominated for one additional term of three years at a duly called AGM.

The term of office for each Director as of the calling of the 2016 AGM is as follows:

- Sally Fazal and Peter Nesbitt have completed their second three-year term and will step down from the Board.

- Mike Demers will step down from the Board as of this AGM with one year remaining on his second three-year term.
- Chris DiFonzo will have one year remaining on his second three year term.
- Nick Norvack and Greg Macdonald will have two years remaining on their second three year terms.
- Marlyne Van Exan, Tom Whelan and Paul Fahey will have two years remaining on their first three-year term.
- Tom Crawford will have two years remaining on his third three-year term.

Nominations for Director Openings

The Governance Committee is responsible for the recruitment of new candidates to the Board. Recruitment is done through a variety of different methods, such as postings on CLO's website, posting on external websites, direct mailing to members and individual referrals by current or past Board members.

Members of the Board and the Governance Committee meet with candidates to discuss the mission and values of Community Living Oakville, the governance model of the Board and to ensure there is an alignment on shared values and a clear understanding of the responsibilities of directors. The Board has also developed a practice of inviting prospective candidates to a Board meeting as a guest to experience the Board at work and to ask and answer questions. Recruitment to the board is ongoing through the year, and prospective candidates are often appointed to the Board on a temporary basis until they can be recommended to the membership for election at the next AGM.

Erin Walker has served CLO on the board on this temporary basis since February 29, 2016 and Jane Bulbrook's candidacy was endorsed by the current board in June. Both Jane and Erin are standing for election tonight. Both bring a wealth of experience to Community Living Oakville and the Board believes that if elected they would both contribute greatly to the organization.

The Governance Committee continues to recruit with the goal of avoiding a large number of new directors coming onto the Board who would then retire in the future in the same year. The Committee also seeks candidates that have a variety of experience and knowledge to ensure the Board represents a diverse set of views.

For 2016/17, the Committee is recommending three Directors for election to the Board:

- Erin Walker and Jane Bulbrook, both for their first three-year term; and
- Barry Thomson, for his third three-year term.

Bios of these candidates were distributed to all members ahead of the AGM.

Retiring Director

On behalf of the entire Board, I want to thank Sally Fazal and Peter Nesbitt for their six years of service to the Board. They have both worked extremely hard during their tenure to advance Community Living Oakville's interests and have made tremendous contributions in time, energy and support to the Board and Community Living Oakville itself. This year they also both held officer positions on the Board, and have made an excellent team of President and Vice President. I know the Board will miss the advice and support of these two members and wishes them all the best.

Finally, this year's Governance committee was comprised of myself, Paul Fahey, Sally Fazal, Nick Norvack, Erin Walker, Janet Lorimer, and Jane Bulbrook. I'd like to thank all of the committee members, especially Paul, Sally and Janet for their advice and support over the past year.

**Prepared by,
Peter Nesbitt
Chair, Governance Committee**

MEET ANNIE

Annie was born in Toronto in 1968. As a young child Annie returned to her roots and lived with her grandmother in Jamaica who she had an amazing relationship with. Annie's passion for life and free spirit touches everyone she meets.

When she returned to Canada she lived with a foster family where she met her foster brother Joe Whiting and foster sister Stella Kuschnik. After many years Annie moved to Community Living Oakville where she has resided for the last thirty years. Joe and Stella, who she cares deeply for, were also supported at Community Living Oakville and the three of them have remained friends ever since. In 2012 Annie made her goal a reality when she moved in with her sister Stella, and closest friends Eva, Ulli and Robin. She later welcomed a new housemate, Michelle, whom she lived with at her previous home. Annie finally has all her favorite people under one roof!

Annie's love for music has shone through her entire life. You will often find her singing to herself while walking down the hallway, attending her Zumba classes, and even creating her own dance moves on the Wii. She is of course the first and the last one on the dance floor at every single event!! Annie doesn't stop there; she wanted more out of music, so why not take vocal lessons and learn to be a singer? She did just that. Annie has been taking music lessons for about a year and has performed at 3 different venues with her band. A few years ago Annie performed a solo with the Momentum choir at the Meeting House in Oakville with over 300 people in attendance.

Her passion and drive extend beyond her love of the arts; she is also a great athlete. Annie is part of the Special Olympics, generating many awards in Bowling and of course making friends along the way. Annie combines her passion for music, dance and fitness by attending weekly Zumba lessons.

Above all else, Annie is an amazing person and a loyal friend. Her compassion, positivity and sincerity attract those who surround her. She was dedicated to her partner Scott whom she was with for over 20 years until he passed away.

Annie-Marie Moore is not one to let life pass her by. Staying true to herself Annie teaches everyone about life, about happiness and about staying positive even in the toughest of times. Her courage, kind soul and charisma are contagious and inspiring to everyone that knows her. We all look forward to Annie's years ahead and hearing all about her new adventures!!



Who we are

Home is much more than “where we live”. Home is a place where we like to be, a place where we feel comfortable, safe and in control. It is a place where we can create our own personal environment and enjoy family and friends.

Community Living Oakville is committed to encouraging lifestyles for people that promote their independence, participation, inclusion, friendships and citizenship in the community. We believe in being respectful of the uniqueness, dignity, well-being and privacy for each person receiving support.

Community Living Oakville provides a variety of residential supports for people based on their individual needs.

MEET JOSHUA

Joshua, who prefers to be called Josh, is a 24 year old young man who is known for his ability to bring a smile to a room. With his great sense of humour and a cheerful attitude he has a natural ability to captivate an audience.

As an avid sports enthusiast he keeps a special place in his heart for the Toronto Rock, The Raptors, and his ultimate favourite team the Toronto Maple Leafs. Should you happen to see a young man using his motorized wheelchair to kick a ball around a park in Oakville, that would be Josh. Josh has been coming to Community Living Oakville for the past three years. From the time he visited the agency during his co-op placement while at St. Ignatius of Loyola Secondary School he knew that Community Living Oakville would be his new home away from home. With the encouragement of his supportive mother, his high school co-op teacher and educational assistants Josh enjoyed a smooth transition to a new place full of exciting possibilities.

Each day, Josh arrives with a smile on his face ready to embark on a new adventure, like trips to African Lion Safari, the golf course at Bob Rumball and hockey games at Joshua Creek to name a few. Josh loves music, with ACDC on top of his list. He can often be seen strumming a guitar in the music room much like his idol Stevie Young.

Josh's mother Rochelle and his younger sister Sarah are the center of his life. He enjoys spending time with them, especially keeping up with a yearly tradition of going to the Canadian National Exhibition. He loves going to the family cottage where he can spend quality time with his loved ones sitting by the lake, admiring the nature and enjoying each other's company. Josh attends the Easter Seals camp every summer where he gets to swim, kayak and sail during the day and sit around a camp fire while singing his favourite songs in the evening.

With a great deal of enthusiasm he shared that one day he aspires to move into his own home possibly with roommates where he can explore his independence. Josh would like to get a job at the Canadian National Exhibition running the Ferris Wheel with his friend Mary.

We are delighted to have the opportunity to spend time with this remarkable young man and to help him achieve his dreams and aspirations.



By believing that each person is unique and has the right to make their own choices, Community Living Oakville helps to ensure that people receiving services enjoy an active and central role in identifying and choosing their work, volunteer and recreational activities.

Community Living Oakville offers a number of Community Day Service locations throughout the Oakville Community. The goal of each location is to provide an opportunity to participate in meaningful day time, educational, leisure and, social opportunities. Each person directs the activities they wish to participate in both within the organization as well as various areas of individual choice.

MEET ROBIN

They say that friends are the family you choose and for Robin Coster, no statement could be truer to life. Robin came to Community Living Oakville as a young woman and quickly settled into her house. Relaxed and friendly, Robin got on well with all of her housemates, but life really changed for Robin when she met Tammy. Tammy was a former residential manager with Community Living Oakville and she resided on the lower level of the house that Robin lived in. As a new manager, Robin was happy to show Tammy the ropes and help her learn how to best support the people that lived with her. Over time, they forged a wonderful and long lasting friendship and considered each other family. It was a heartbreaking separation, many years later, when Tammy moved across the country to Edmonton. Robin was never very interested in learning about computers and modern technology, but decided that by doing so she could help to maintain her relationship with Tammy. Robin learned how to use Facebook and Skype and was able to see pictures of Tammy's new home and have live conversations with her. Although technology helped ease the pain of the separation a little bit, nothing can truly replace the comfort of being in the same room as a loved one. And so, Robin set a plan in motion. She would budget accordingly with the end goal being able to fly out for a visit with Tammy. It happened. Robin made it happen. And now, every year, Robin packs her bags and travels to Edmonton where she spends the holiday season with Tammy and her family. There is no better gift for Robin, than being able to spend time with the ones she loves.

When Robin isn't jet-setting across Canada, her attention turns to her other great love - sports! Whether she is watching her favourite baseball and football teams from the bleachers or cheering on her teammates at the bowling alley, she is always an enthusiastic fan. She has won numerous awards for outstanding achievement and sportsmanship with Special Olympics bowling and is a force to be reckoned with on the lanes.

The desire to be part of team is an important aspect of Robin's life, one which sparked her interest in finding employment and working as part of an inclusive team. Robin began working at Burger King in February 2016 as a dining room attendant. Every Wednesday morning, Robin wakes up eager to put on her uniform and go to work. The skills that she has developed through this employment opportunity have ignited a newfound sense of independence and strengthened her confidence in her abilities. More importantly, she has built lasting friendships with her coworkers, and they all look forward to working alongside Robin. She speaks highly of her work and offers mentorship and encouragement to her peers whom are seeking employment.

In the future, Robin aspires to have a career working with children and hopes to one day attend Sheridan College for Early Childhood Education. Her relentless positivity and determination make Robin an inspiration to her peers, and she embodies the true qualities of what it means to be a leader within her community!



Our work is guided by our values, experience and history and draws from strong roots in the community. Community Living Oakville recognizes the rights of everyone to have a full range of life choices, including access to education, affordable and appropriate housing, leisure options, gainful employment and participation in the community. A healthy community encourages the involvement of everyone.

MEET JEFF

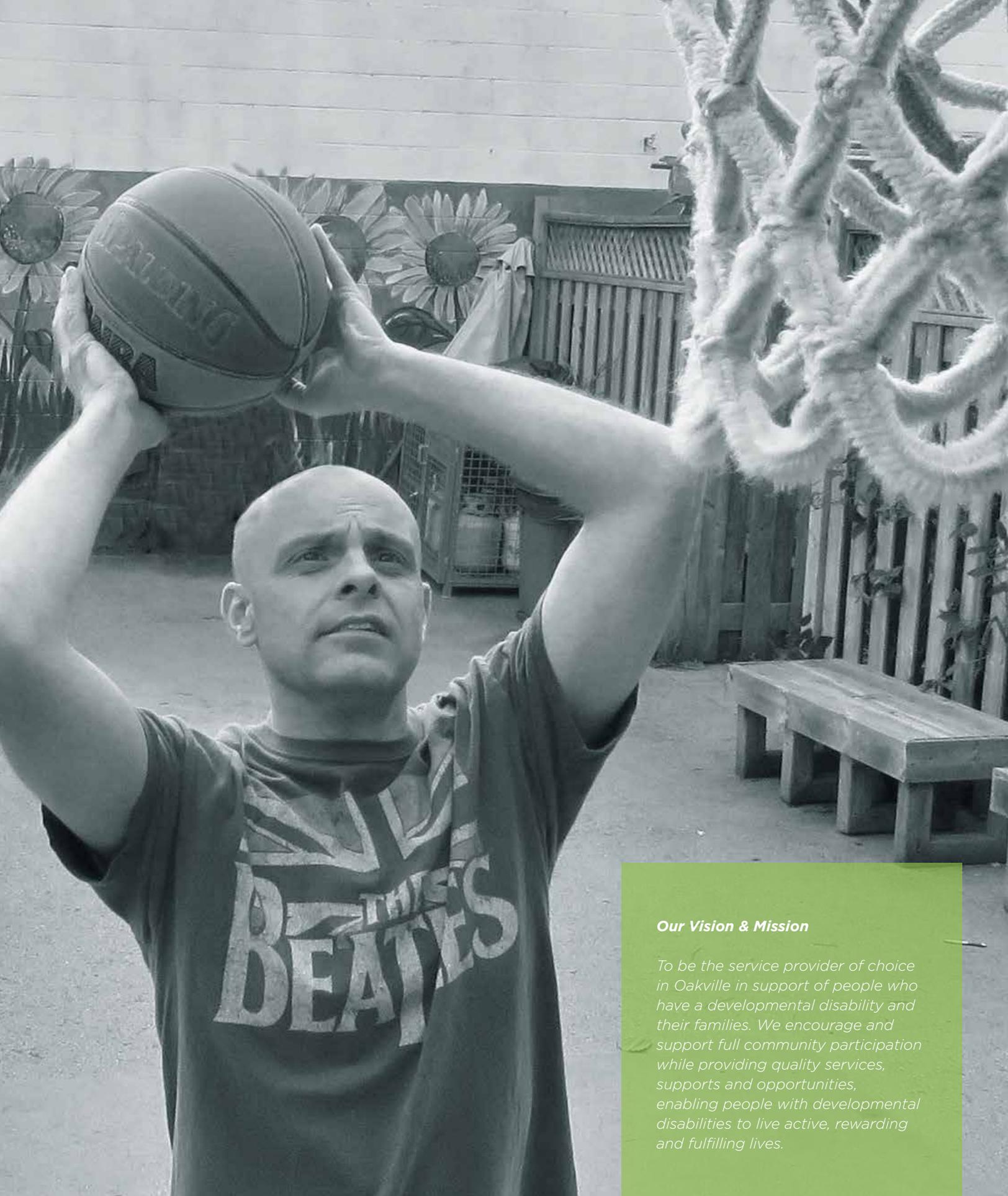
In 2008 at the age of 31, after living with his father and step-mother, Jeff came to Community Living Oakville. Most people might be a little nervous to make such a big move, but Jeff transitioned well to his new surroundings and was enthusiastic about meeting new friends.

Jeff has many interests and hobbies, not the least of which is hockey! Jeff is happy to watch hockey, play hockey, talk about hockey...! When he isn't lending his support to the Toronto Maple Leafs, he is out on the rink scoring a few goals of his own. Jeff loves playing in pick up hockey games and practicing his skating at the local rink. Jeff has a vast collection of hockey sticks and he beams with pride when he is able to show them off to someone new. These sticks are some of his most prized possessions and in a labour of love, he re-tapes each stick until it is perfect in his eyes. Passion, dedication and determination - these are just a few of the admirable qualities that people see in Jeff.

Earlier this year, Jeff had a wonderful opportunity to work at the driving range at the Bob Rumball Centre in Milton. Through hard work and commitment, Jeff has become a valued and integral member of the team. It has been an incredibly rewarding and positive experience for Jeff and he is very proud of his work and his accomplishments.

Now that he has secured a job doing something he enjoys, Jeff has a few more dreams waiting in the wings - a trip to Florida, learning more culinary skills, playing on a Special Olympics hockey team, being able to independently take the GO train to visit his family and meeting his musical heroes Elton John and Billy Joel.

Anyone who meets Jeff is immediately engaged by his enthusiasm and zest for life. He has big dreams - and we have no doubt that he can make them come true!



Our Vision & Mission

To be the service provider of choice in Oakville in support of people who have a developmental disability and their families. We encourage and support full community participation while providing quality services, supports and opportunities, enabling people with developmental disabilities to live active, rewarding and fulfilling lives.

A heartfelt thank you to our generous donors

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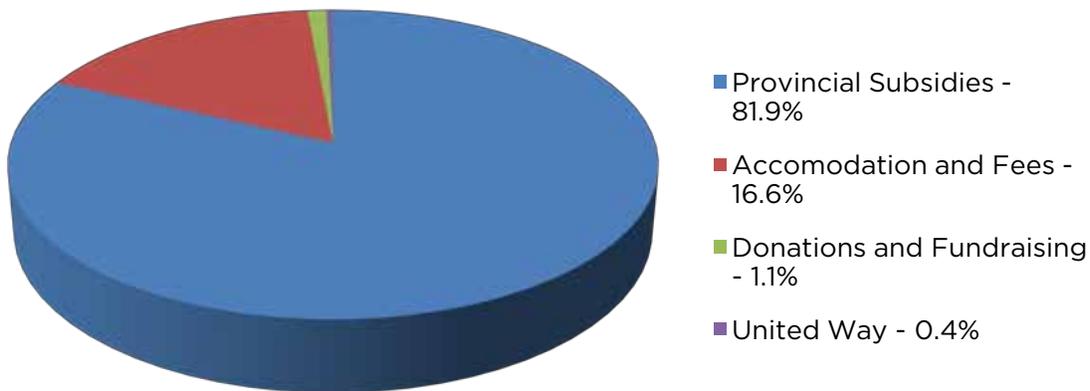
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- Brukar Inc.
- Carol and Michael Begley
- Carole Dickinson
- Cathy Morley
- Chris Treddenick
- Christine Fera
- Christopher Swan
- CI Investments
- Claire Collins
- CLO Bridge Group
- Colin Black
- Colleen Jarvis
- Corrie Eerkes
- Creative at Work
- Cynthia Steneveld
- D. James Slattery
- Dan McNevin
- David Justice
- David Pasioka - Liberty Utilities
- Dawn Ogilvie
- Deb D'Arcy
- Debbie McKibbon

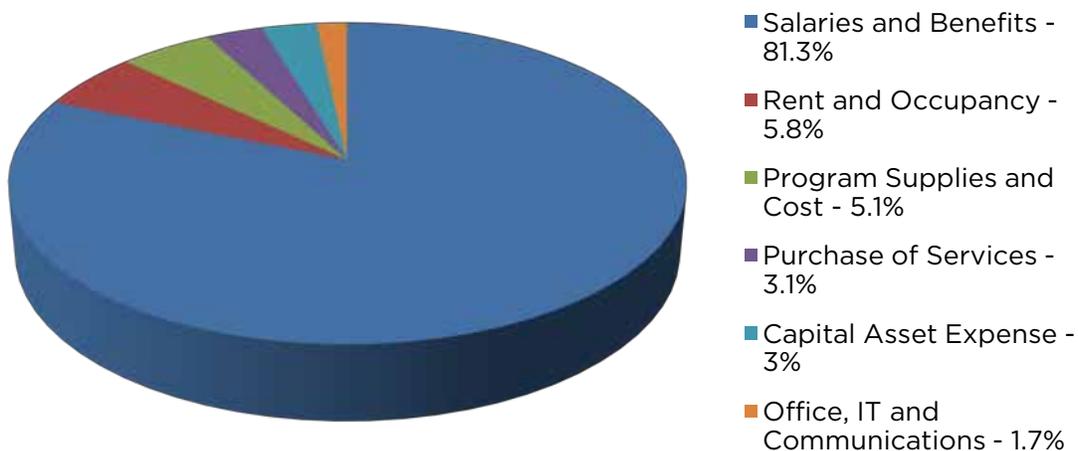
- Debbie Reynolds - Enhance Fitness
- Denise Dyck
- Denise Hounsell
- Dennis Gasparotto
- DG Turner
- Diane Bruman-Whyte
- Don and Beverly Odbert
- Donna and Gren Schrader
- Doris Trevisani
- Doug Aldrich
- Doug and Lorene McPhee
- Doug Plant
- Dr. & Mrs. O'Sullivan
- Drew L. Stewart Insurance Inc.
- Edith Vandenberg
- Ella Layne
- Estate of Wendy Cochrane
- Frances Russell
- Francesca Fullerton
- Gail and Ian Logie
- Geraldine Moeller
- Godin Productions
- Greg Edmiston
- Halton Region Community
- Harold Devenne
- Heather Fox
- Helke and Robert Ferrie
- Henry Knight
- Herb Vandewall
- HMI Developments Inc.
- Hugh and Janice Ramolla
- Ingrid Pauls
- Iris Batt
- Jack Hansen
- James McLean
- Jan and Maria Sokacz
- Jane Hart
- Janet Quinn
- Janice and Andy Rotsma
- Janie Enright
- JC Love
- Jeff Quinn
- Jim and Judy Lilly
- Jim Witt
- Joan Wright
- Joanne Aubin
- John and Jessie Reiffenstein
- John Ball
- John Feenstra
- Jon Walls
- Joseph and Helen McDermott
- Joy McKrow
- Judith Pangman
- Katy Cook
- Kelly Kerr
- Kim MacKay
- Larry and Lisa Kendall
- Laura Harris
- Laura Zupet
- Lino Fera
- Lorraine Woolford
- Lockwood Kia
- Lush, Bowker, Aird - Anne McGrath
- Margaret Richardson
- Margaret Shorey
- Marisa Daniele
- Marlyne Van Exan
- Mary and Frank Manley
- Mary Ann Buist
- Mary Lou Adams
- Mary Novielli
- Mary Thomas
- Massive Tank Studios
- Match Drive Inc.
- Maureen Lush
- Medichair Halton
- Metropolis
- Michael and Valerie Kozak
- Michael McLaughlin
- Michael Ross
- Michelle Sim
- Monique Midgley
- Morley and Marlene Swan
- Mr. & Mrs. Copland
- Mr. Collins-Williams
- Mr. Nhu
- Mrs. Modestino
- Nancy Paitich
- Nick and Dale Norvack
- Otto and Karina Feth
- Pam Gray
- Patricia Gunn
- Patti Hnatiw
- Paul and Judy Malloch
- Pet Smart
- Peter and Elaine Williams
- Peter Eichler
- Rattlesnake Point Golf Club Members
- Raphael Cundari - Fidelity Investments
- RBC Commercial Markets - Halton
- Robert and Vicki Clarke
- Robertson, Eadie & Associates Ltd.
- Robin Theroux
- Rod Malcolm
- Rodger and Margaret Cooper
- Ron McArthur - R.D. McArthur Consulting
- Ronald Grey
- Roy and Joy Matheson
- Roy and Joyce Lessels
- Ruth Swan
- Ruth Vlainic
- Ryan Findlay - Findlay Personal Injury Lawyers
- Sally Fazal
- Sally Mitzel
- Sandra Ware
- Scott Hobson
- Service Master of Oakville
- Shandelle Crider
- Sleeman Breweries
- SmartMeds Pharmacy
- St. Pauls United Church Women
- Steve Campbell
- Steve Dhaliwal
- Stewart Financial
- Sue Baillie
- Susan Johnson
- Sybil Rampen
- Ted and Donna Edgar
- Teena Smith
- Teresa Haughton
- The Clorox Company Foundation
- Thomas Wienhold
- Tom and Lynda Crawford
- Tony Mylonopoulos
- Trevor Miller
- Val Rolfe
- Vicky Gunter
- Viewstone
- Wayne and Caroline Peasgood
- Wilson Blanchard
- Investment Fund
- Ministry of Community & Social Services
- Ministry of Children & Youth Services
- Ontario Trillium Foundation
- The Russ & Sonja Buckland Fund
(a fund held within the Oakville Community Foundation)
- The Petrus Fund
(a fund held within the Oakville Community Foundation)
- United Way of Oakville

2015-2016 FINANCIAL ACTIVITIES AND SUPPORTS

SOURCES OF REVENUE



EXPENSES BY CATEGORY



YEARS OF SERVICE AS OF MARCH 31, 2016

5 YEARS

Dionne Southe	Residential
Erin Lenehan	Residential
Nic Walters	Residential
Chris Mathews	Residential
Tina Punzo	Residential
Chris Dixon	Residential
Carl Faria	Residential
Trisina Hamilton	Residential
Brianne Florence	SIL
Mary Elena Johns	SIL
Denese Hawranik	SIL
Anju Katoch	SIL
Kayla Anderson	Day Services
Amber Hughes	Fundraising

10 YEARS

Silvia Tiscescu	SIL
Karen Hirst	Residential
Lynda May Moran	Residential
Cecilia Essandoh	Residential
Razak Aziz	Residential
Andriy Rewilak	Residential
Catherine Spurgeon	Residential

15 YEARS

Heather McLellan	Residential
Neil Nicholson	Residential
Sandra Hammond	SIL

20 YEARS

Elena Navarro Finnegan	SIL
Christine Skuce	SIL
Jody Blaauw	Manager
Nancy Steptoe	Manager

25 YEARS

Sue Lauzon Mace	Day Services
Patricia Ellsmere	Day Services
Margaret Blaauw	Residential
Kara Winchester	Manager

Community Living Oakville

We believe in people



301 Wyecroft Road,
Oakville, ON L6K 2H2
905 844 0146
www.oakcl.org

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