

VOLUNTEERS

REGIONS ACROSS TORONTO

4

976

YEARS IN SERVICE

68

RECEIVING  
COMMUNITY SUPPORTS

964

ORGANIZATION

# 1 IMPACT THROUGH 6 H NUM 3 ERS

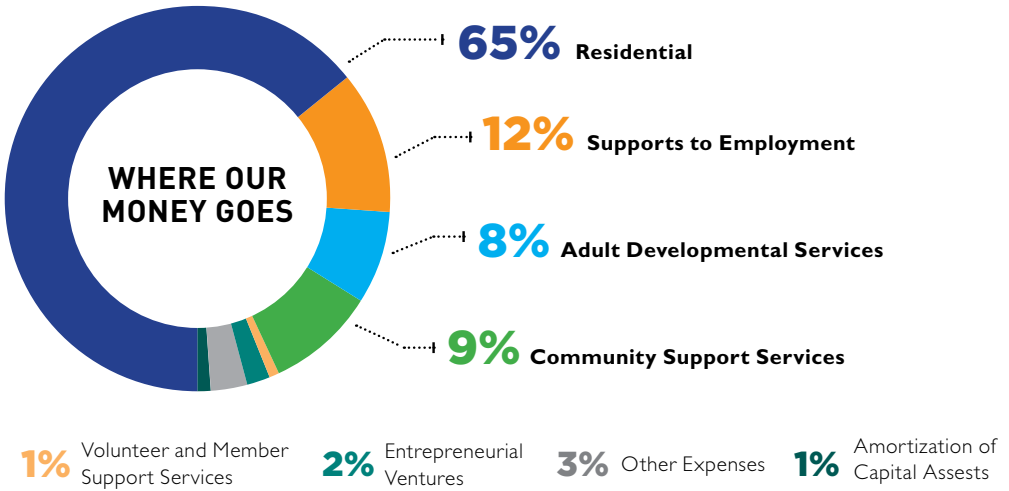
2016

ANNUAL REPORT

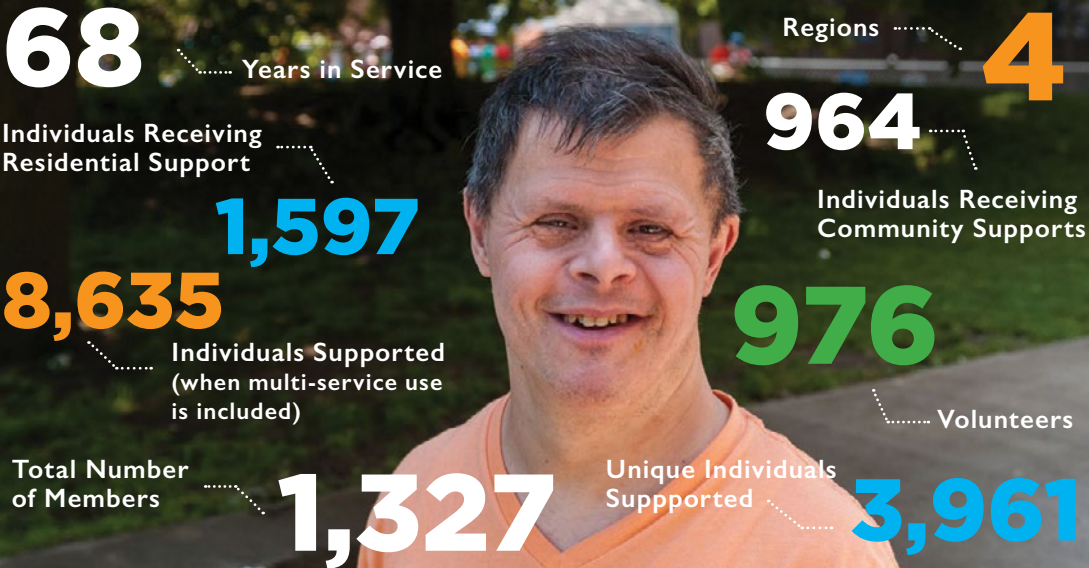


# IMPACT & ACCOUNTABILITY

**A**s one of the biggest organizations of its kind in North America, we recognize our obligation to the people we support, as well as to everyone else that supports the work we do. Excellence, innovation and accountability in the developmental services sector is at the core of what we do.



## BY THE NUMBERS



# PATRON'S COUNCIL

## Message from Duncan Jackman, *Chair*

**O**ur Patron's Council is a group of passionate community leaders who advise and support Community Living Toronto in fulfilling its mission of changing the lives of thousands of people with intellectual disabilities in Toronto.

Through our diverse expertise, we work together to ensure those with disabilities have the resources needed to live fulfilling lives through choice, inclusion and responsibility.

In the last year, we have supported the work of the Association in a multitude of ways:

- Provided employment opportunities for people with intellectual disabilities
- Developed new partnership initiatives
- Connected the Association to new members, donors and volunteers
- Facilitated events for people supported by Community Living Toronto
- Contributed to fundraising efforts

*and so much more!*

This year, we were also overjoyed to welcome four new members to our Council. We have no doubt their deep commitment to the cause will not only raise awareness to the plight of people with intellectual disabilities, but also empower those individuals for many years to come!



A handwritten signature in black ink that reads "Duncan N.R. Jackman".

## PATRON'S COUNCIL LISTING

Duncan N.R. Jackman  
*Chair*

The Hon.  
Barbara McDougall  
*Founding Chair*

Jane Gavan  
*Vice-Chair*

Andrea Alexander

Patsy Anderson

Mary Pat Armstrong

Brad Badeau

William Blair

Donna Cansfield

The Hon.  
William G Davis

Michael Enright

W. Robert  
Farquharson

Pooja Handa

Bob Hepburn

Mark G. Johnson

Dr. K. Kellie Leitch

David Lepofksy

Glenn McConnell

Charles Pachter

Brendon Pooran

Don Roger

Chief Mark Saunders

Meredith Saunderson

Mayor John H. Tory

# PRESIDENT & CEO REPORT

**M**aking an impact throughout Toronto is what drives our work each and every day. In this challenging economic climate and era of uncertainty, we know that our funders and donors are prudent and thoughtful about where they invest their funds. We know that each dollar needs to make the maximum impact for the people supported by Community Living Toronto. We also know we are accountable for each dollar spent.

For almost 70 years, Community Living Toronto has been ensuring that your support – whether as a personal donor, government, corporation or foundation – has been directly impacting the lives of people with an intellectual disability, creating inclusive supports that foster belonging and participation in the community.

This past year has been no exception. We continue to be innovative by harnessing good ideas, partnering with others who share our vision and using our resources wisely. We continue to develop supports and activities that have direct impact on the lives of people we support, their families and the broader community. Partnerships have increased our presence in the community through education, mentorship and employment, and creating an environment of learning, support and leadership. You can read about some of the fantastic work done by our staff and volunteers in this report – it has been a remarkable year.

We have also looked at opportunities for expanding our impact beyond

Toronto's borders, and by working with our provincial and national partners and government representatives, we are excited to participate in initiatives that will create fairness and equity for all people with an intellectual disability in Canada.

This coming year we are also moving into a new strategic planning process and revisiting our mission and vision. We want to ensure we are positioned for the future and for creating a sense of community and a place where everyone feels welcomed, and where everyone belongs. We will be looking for your input and feedback as we chart a course for Community Living Toronto over the next three years and will keep you updated on our progress as we develop new priorities for our work.

Finally, our impact is made possible through the dedicated and professional work of Community Living Toronto staff. From working directly with individuals and families to providing professional administrative services we have a talented and diverse workforce that will help us create a promising future.

## **Nick Macrae & Brad Saunders**





# MEMBERSHIP

**T**he members of our Association have the opportunity to directly impact the lives of people with an intellectual disability in a variety of way. This includes:

- Lending your voice and offering your support as we advocate for the rights of people with an intellectual disability
- Keeping connected to the work that we do by reading our monthly newsletter
- Joining one of our Regional Councils, Committees, or our Board of Directors
- Shaping policy by voting on important issues
- Supporting the work of the Association as donors and volunteers

Our members are the lifeline of our association, fighting for the rights of individuals with an intellectual disability. Become a member today!

**For more information about becoming a member, please visit:**

**[www.communitylivingtoronto.ca/membership](http://www.communitylivingtoronto.ca/membership)**

## Regional Councils

Our regional councils – Central, Etobicoke, North York/York, Scarborough – are key in establishing community-based connections for individuals with intellectual disabilities.

They share a common desire to improve the lives of individuals with an intellectual disability in a variety of ways and they support the work of Community Living Toronto by:

- Shaping the policy of Community Living Toronto
- Creating fundraising initiatives to support a variety of services
- Hosting information sessions, such as Will and Estate Planning & RDSP Information Sessions, for individuals and families
- Developing resources for people supported by our Association such as cooking and literacy classes
- Organizing numerous social events including supper clubs, bingo nights and dances

## Regional Council Chairs:

Dawn Lunan – Central

Ann Marie Fierro – Etobicoke/York

Nancy Ceci – North York

Laurie Beesley

Bonnie Heath

Sc Scarborough



# VOLUNTEER LEADERSHIP

Every April, we celebrate the dedication of our incredible volunteers with an annual volunteer appreciation dinner. This past year, 976 people made an outstanding contribution to Community Living Toronto by donating their time and making a difference in the lives of so many people with an intellectual disability.

We also recognized six individuals as Volunteers of the Year.



**Bonnie Heath**  
Outstanding Voluntarism

The recipient of this year's Jim Turner Award for Outstanding Voluntarism was Bonnie Heath.

A generous and selfless innovator, trailblazer, trendsetter and most importantly, a rock of support for families and people with intellectual disabilities in Toronto and Ontario, Bonnie has been a volunteer with Community Living Toronto for over 15 years when she started the Parent Share Program for family members and parents of children with disabilities.

Bonnie has created a supported shared living model through the Residential Alternative Initiative and collaborated with agencies across Ontario, which include LIGHTS and DSTO. She is a strong, quiet force in our community and her willingness to share and mentor is legendary, as she inspires families in our community by example.



Stacey Bateman  
Scarborough



Bradley Dunne  
Association Youth  
Volunteer



Lois Langdon  
Etobicoke



Amir Elkharadly  
Central



Isabella Hamilton  
North York



Peter Park Ken  
'Sam' Samler  
Self-Advocates Award

***Congratulations and Thank You!***

# HIGHLIGHTS

Thanks to our donors, government and corporate partners, families and staff who all work tirelessly to support the mission of Community Living Toronto, we have been able to create innovative new programs, as well as continue to improve our tried, tested and true initiatives.

Here are some of this year's highlights .....

For more information on our latest fundraising initiatives & highlights, look for 'Donor Dollars' in the About Us section of our website!



## Friendly Housemates

Innovative program pairing people with an intellectual disability and undergrad students in a shared living arrangement

Students receive free accommodations, bursary and summer employment in exchange for helping a person with a disability live a more inclusive life in their community

Ten new Friendly Housemates living arrangements are expected to be created by the end of 2017

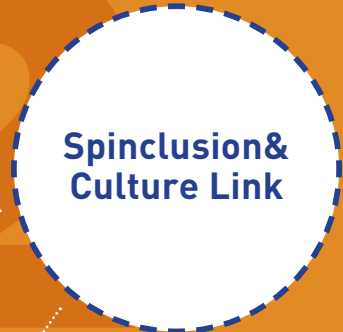
CBC, Toronto Star, The Globe and Mail and Newstalk 1010 are just some of the media outlets who have recently covered the program

Expanding on our existing relationship, CultureLink – an organization with over 25 years' experience in developing and delivering settlement services – recently invited us to showcase our Spinclusion game

The game, which promotes acceptance and respect for people with different needs and abilities, had an incredibly positive impact

This new initiative opened up a new frontier for the expansion of the partnership into the settlement sector

Visit [Spinclusion.ca](http://Spinclusion.ca) for more info!



## Spinclusion & Culture Link

Our most anticipated bi-annual fundraising party will be back at the end of this year!

Held on **Saturday, December 3rd**, the same day as International Day of Persons with Disabilities

Hosted by Ben Mulrone, with a headlining concert by The Sam Roberts Band

Tickets are already available to purchase by visiting: [www.communityrocks.ca](http://www.communityrocks.ca)



## Community Rocks

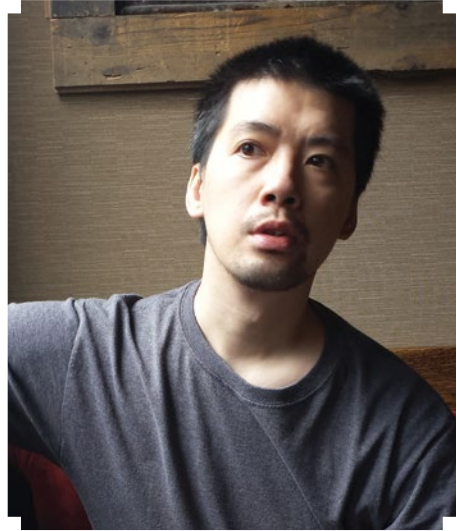


# RESIDENTIAL

**I**an has been supported by Community Living Toronto for many years.

As a result of a number of challenges he struggled with, Ian was admitted to the secure unit of a hospital, which was able to support him. He spent the next two years there. When Ian was discharged, he moved into one of Community Living Toronto's specialized residential programs. At the beginning, Ian was dependent on medication and, although this was critical, it was difficult for Ian to go out and enjoy the community.

Over time, our behaviour services consultants, in cooperation with the support staff at Ian's home, worked with him to reduce his medication significantly and find ways to support his challenges using Applied Behavioural Analysis (ABA) and the bio psychosocial approach to care, which considers a person's physical and psychological health and social environment. A strong behavioural support plan was developed along with a functional communication system. This had an immediate positive impact for Ian and he



was soon able to live a more inclusive life in his community.

Through our specialized residential home and with the help of our behaviour consultants, support staff and his family, Ian's life has changed significantly for the better. His reliance on medication was reduced and eventually eliminated. Ian spends time each day on the front porch reading the paper and engaging in friendly banter with his neighbours. He also enjoys walking to nearby coffee shops, and engaging in activities in the community with his support staff.

*Through our specialized residential home and with the help of our behaviour consultants and support staff, Ian has been able to improve his life and become a part of his community.*

# SUPPORTS TO EMPLOYMENT

**K**heng is one of the many participants of our Youth2Work program – an employment providing job readiness skills to ensure people with intellectual disabilities can find real and meaningful work after high school.

Kheng is a driven and capable person, but like many others, needs help to obtain the resources vital to his success. Through Youth2Work, Kheng is able to strive towards his full potential.



*“I feel proud that I can work at a job by myself. It feels good to meet new people in the community, at work and at school.”*

About five years ago, Kheng was unemployed and seeking fulfillment and independence beyond what he was getting at home. Youth2Work got him out of the house and into the world and all its possibilities. The first step for Kheng was learning how to take the TTC, a very liberating experience for him, “The staff taught me how to be independent on my own. I get to go anywhere I want to now.” said Kheng.

Of the jobs Kheng has had through Youth2Work, his favourite has been the Coffee Den at Community Living Toronto’s offices at 20 Spadina. He enjoys making coffee, being part of a team and interacting with people.

With the help of Youth2Work, Kheng is able to hold a job, take the TTC and have a more independent lifestyle. Thanks to Youth2Work, he has gained the skills needed to serve him well across all aspects of his life and he is now able to lead a fulfilling life that makes him happy.

***Just some of the wonderful organizations our Youth2Work Participants are employed at!***



- Spadina Museum
- Toronto Centre for the Arts
- GoodLife Fitness
- Famous People Players
- Loblaws
- Tim Horton’s
- Winners
- YMCA

# ADULT DEVELOPMENT SERVICES

**J**ohn and Anna Drakes live in a spacious one bedroom apartment in the Glen Park area of Toronto, very close to where Anna grew up.



They both love to host friends, and explore their neighbourhood by going to the movies or out to a restaurant. Happily married for 5 years now, John and Anna are both supported by Community Living Toronto's Supported Independent Living (SIL) program. Once a week, a support worker will come over and spend the day helping them with their banking and budgeting, shopping, household management and any other assistance they might need.

As is the case with most people supported by Community Living Toronto, the support offered to John and Anna doesn't just end at SIL. John is also currently a part of the Community First initiative; the program helped him find a job with a competitive wage. Meanwhile last spring, Anna and John joined a number of others supported by Community Living Toronto on a cruise around the Caribbean. The wonderful experience they had on the cruise prompted a passion for travel. While Anna wants to go back on the cruise and plan for a bigger trip to Italy, John spoke eagerly of all the places on his list to visit: Japan, Hong Kong, Las Vegas.

While something like keeping a neat apartment and hosting friends may seem trivial to most, for many people with intellectual disabilities, it is a dream come true. The choice to be able to change or leave roommates like John has done in the past, or plan another vacation around the Caribbean like Anna is currently doing, can be huge milestones in their lives. With the help of our supports, we are able to ensure everyone's voice is heard and each individual has the tools and support needed to lead the lives they desire.

*They both love to host friends and explore their neighbourhood by going to the movies or out to a restaurant.*

# COMMUNITY SUPPORT SERVICES

**A** lot has changed since Community Living Toronto's humble beginnings back in 1948. The needs and interests of people we support are no exception. Individuals who take advantage of the many supports and services we offer are looking to move away from the typical site-based day supports. They are looking for options not only in the communities where they live, but also in their cultural, faith and lifestyle communities as well.

This is where **Community First** comes in. The initiative was created to address the gap in site-based programs and provide people with the skills they need towards increased independence in the community. Through Community First, individuals will participate in a number of programs which will teach them things like safety skills, time management, problem solving and travel training, amongst many other valuable lessons. Community First will also aim to offer a broad selection of community options, including recreational, educational and employment programs.

Recently, a partnership with Centennial College was established where at least 5 Community First participants will attend a supported post-secondary education pilot program starting in September 2016!

**SO FAR:**

**67**

individuals have participated in training sessions

**17**

people are currently supported by the Community First project



**3**

Community Readiness Modules have been developed

**7**

Person Directed Plans have been completed

**8**

Community Readiness Training Sessions have been implemented



**12**

new community partnerships have been established

**9**

Community First vacancies are in the process of being filled



# FINANCE REPORT

**A**s in the past few years, in fiscal 2015-16 we continued to operate in an environment of austerity and restraint.

Although the Ontario Legislature approved a budget which included an investment of \$385 million in new base funding, over a three year period, to support transformation in the community and developmental services sector, and this included a much needed and appreciated \$72 million provincial base funding increase for staff compensation in 2014/15 and 2015/16 for those involved in adult services, the bulk of the funding was committed to funding new services and supports.

The challenge therefore remains for Community Living Toronto to manage rising costs with otherwise flat funding while supporting individuals with increasingly complex needs. While we have been successful in obtaining funding for service expansion, the lack of increases to our base budget for the past five plus fiscal years has had a significant negative effect on our operations and operating statements. The compounding impact on our purchasing power and the operational pressures continues to present increasingly serious risks to our ability to manage within a balanced budget.

In addition, since 2008 we have also seen the negative impact of low interest rates on our pension plan which has been responsible for volatility on our balance sheet and a draw on our cash position. This is not unique to

Community Living Toronto, with almost all defined benefit plans experiencing funding shortfalls. The long term low interest situation continues to present risks to our balance sheet position. With the leadership and expertise provided by our pension sub-committee, the Board has been able to manage and mitigate risks to ensure that this does not affect the viability of our organization, nor the quality of services and supports provided.

Despite these significant challenges we have continued to provide the highest quality of services and supports to individuals. We have kept administrative expenses low despite the increasing administrative obligations associated with transformation, ever-changing legislative, regulatory and funder requirements. Our goal continues to be to maximize the funds spent on providing services and supports while minimizing administrative costs.

Ongoing support from our funders, the generosity of individual and corporate donors, the dedication of our volunteers, and the passion of our caring and professional staff make it possible for us to deliver innovative and person-directed services and supports to individuals with an intellectual disability. We thank our funders and donors for their continued support and confidence in Community Living Toronto. In these challenging and changing times, this support is needed more than ever and is very much appreciated.

Community Living Toronto has always had a culture of managing its finances



of Directors and the management team to balance the vision of supporting the goals and dreams of the individuals we support with its financial responsibilities. The past few years' results demonstrate how difficult it is to maintain this balance given the environment of austerity in the face of increasing need and the implications of low interest rates on our pension plan.

For 2015-16, total revenue was \$79.8 million, of which approximately 78% was received from the Ministry of Community and Social Services/ Ministry of Children and Youth Services. The balance was provided by the City of Toronto, the United Way, our fundraising efforts, fee for service programs, entrepreneurial ventures, and user fees.

Total expenses were \$80.5 million which was spent on supporting 3,961 unique children, adults and their families.

Despite our prudent initiatives to reduce costs without sacrificing services, we ended the year with a total deficit position of \$774 thousand for 2015-16. We had a small operating deficit this year which increased with pension expense adjustments as well as depreciation expenses

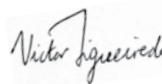
While every effort has been made to hold cost increases to a minimum, absence of base funding increases and the rising costs of support services will continue to exert pressure on the bottom line, and deficits of this nature are likely to continue within an environment of austerity. We have been predicting this result for a few years while constantly working to cut costs without impacting programs.

Given the significant impact of low interest rates on our pension plan, the results of which is reflected on our balance sheet, we want to provide assurance that CLT management along with members of the pension subcommittee have been engaged in risk mitigation oversight and planning that will keep our pension plan sustainable into the future. The Board's finance and audit committee is also engaged in risk mitigation oversight and planning that will keep our Balance sheet and operations sustainable into the future

Financial results of Community Living Toronto are prepared by staff and are fairly presented in accordance with the Generally Accepted Accounting Principles. These financial results have been audited by our external auditors KPMG.

As mentioned earlier, highlights of the financial position are contained in this annual report. Audited financial statements, the Auditor's Report, and notes to financial statements are available upon request through the CLT Executive Office at 20 Spadina Road.

We thank you for continuing to support Community Living Toronto especially during these challenging times and look forward to making a difference in the lives of individuals with intellectual disabilities. Without you there would be no place for those with intellectual disabilities to live, work and play.



**Victor Figueiredo**  
*Treasurer*



**Flaviano Pinto**  
*Chief Financial &  
Information Officer*

# FINANCIALS

**\$44,111 M** Total Assets

**\$25,009 M** Total Liabilities

**\$79,987 M** Total Revenues

**\$80,761 M** Total Expenses

Administrative  
Costs on Every  
Dollar Received:

**10%**

## Revenue

	2016		2015	
Ministry of Community and Social Services	\$62,440	78%	\$58,634	77%
City of Toronto	2,597	3%	2,531	3%
United Way	877	1%	874	1%
Entrepreneurial ventures	1,497	2%	1,652	2%
Interest	9	0%	19	0%
Amortization of deferred contribution, operations	1,311	2%	1,165	2%
Other revenues	11,031	14%	11,103	15%
Amortization of deferred capital contributions	225	0%	301	0%
	<b>79,987</b>	<b>100%</b>	<b>76,279</b>	<b>100%</b>

## Expenses

	2016		2015	
Residential	\$52,637	65%	\$49,270	64%
Supports to employment	9,450	12%	9,538	12%
Adult development services	6,740	8%	6,002	8%
Community support services	6,933	8%	6,363	8%
Volunteer and member support services	497	1%	495	1%
Entrepreneurial ventures	1,446	2%	1,411	2%
Other expenses	2,341	3%	3,659	5%
Amortization of capital assets	717	1%	778	1%
	<b>80,761</b>	<b>100%</b>	<b>77,516</b>	<b>100%</b>
Deficiency of revenue over expenses	<b>\$774</b>		<b>\$1,237</b>	

# CONTACT US! | .....

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This annual report is produced by the Public Relations Department at Community Living Toronto. For questions or additional copies, please contact: Karolina Kluska, Communications Coordinator [kkluska@cltoronto.ca](mailto:kkluska@cltoronto.ca) / 647-729-1254

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United Way  
Member Agency



# COMMUNITY LIVING TORONTO.CA