



Community
Living
Toronto



Bridging

the gap

COMMUNITY
LIVING TORONTO
ANNUAL REPORT 2013

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Message from the

As a leader in the developmental services sector, Community Living Toronto is committed to expanding our capacity and the way we deliver supports to persons with intellectual disabilities to be as relevant, innovative and accessible as possible. Despite not having received budget increases for three years, we have been able to maintain core services and help respond to the ever- increasing numbers of people on waiting lists.

Guided by our four strategic priorities, leadership has been provided from our strong partnerships with the people we support, our staff, families, members and volunteers who continue to explore new ideas and opportunities for people with an intellectual disability to have meaningful lives.

PILOT PARENTS – this long-standing parent-to-parent support group is being reinvented to engage parents at different stages of their child's lives, from birth through school transition to getting ready for adulthood.

RESPIRE CHOICES – expanding opportunities for short break options across Community Living Toronto

CONNECTED FAMILIES – this newest addition to Connect**ABILITY**.ca connects families to each other to share ideas, resources and problem-solve

JOB PLACEMENT – employment is a key issue for adults and our Job Placement team is a leader in working with employers and individuals to achieve success in securing employment opportunities



President & CEO

SUPPORTED HOUSING – our recent partnership with Toronto Community Housing has meant that over 30 individuals are now living semi-independently in brand-new, accessible living environments in the city core; this partnership will also be expanded to a new senior's building in the west Donlands area later this year.

You can read more about these exciting initiatives, and more, on the following pages of this report. We will continue to concentrate on innovative services that further enhance inclusion and participation of people with an intellectual disability, by investing in services that help us expand our capacity and outreach, and keep us focused on our mission:

Community Living Toronto changes the lives of people with an intellectual disability by giving them a voice, and supporting their choices where they live, learn, work and play.

Chris Stringer
President

Garry W. Pruden
Chief Executive Officer

Strategic Priorities

1

Transitional supports and services with emphasis on youth moving into adulthood and the aging population

2

Innovative models of employment, residential, respite and day supports that address changing needs

3

Capacity to respond to individuals with complex needs

4

Options for individualized funding and fee for service

Patron's Council

The Patron's Council continues to help Community Living Toronto achieve its mission of community inclusion and expand its capacity and leadership within the developmental services sector. Our expertise is as varied as our backgrounds: raising funds, opening doors to new partnership opportunities, lending guidance and mentorship, and initiating new projects.

This past year many of our Patrons supported Community Rocks, our bi-annual fundraising event. I had the privilege of once again serving as the Honourary Chair, and it was heartening to see almost 1,200 people come together to celebrate community living for people with an intellectual disability. It is events like this that remind us that we are all here to foster people's aspirations and dreams.



Duncan Jackman, Chair

In the last year our Patrons have:

- ✓ Facilitated partnerships that will help people with an intellectual disability continue to be safe in the community
- ✓ Spoken at events, conferences and community groups
- ✓ Brought public awareness to the struggles families and individuals face
- ✓ Facilitated opportunities to discuss employment challenges for youth
- ✓ Joined Community Living Toronto's donor wall
- ✓ Developed new funding and partnership opportunities



Patrons 2012/2013

Duncan N.R. Jackman
Chair

The Hon. Barbara McDougall Founding Chair

Andrea Alexander
Vice-Chair

Michael Adams
Zanana Akande
Patsy Anderson
Mary Pat Armstrong
Brad Badeau
Jalynn Bennett

Chief William Blair
David Crombie
The Hon. William G. Davis
Michael Enright
W. Robert Farquharson
Paul Godfrey
Pooja Handa
Bob Hepburn
Dale Lastman
Dr. Kellie Leitch
Glenn McConnell
Jack Rabinovitch
Meredith Saunderson
John H. Tory

Volunteer Leadership

Each year we recognize the outstanding contributions of our volunteers who, through their gift of time, make a difference in the lives of people with an intellectual disability.

Geoffrey Pool	Central
Ann Marie Fierro	Etobicoke/York
Teresa Bhandal	North York
Rendentor Erfe	Scarborough
Ron Dekker	Public Relations and Fundraising
Bill Rolf	Ken 'Sam' Samler Self-Advocates Award
JiaRui Pu	Youth Volunteer of the Year
Bill and Pat Sparks	Jim Turner Award for Outstanding Voluntarism



The recipients of this year's Jim Turner Award for Outstanding Voluntarism were Bill and Pat Sparks, who have been involved with Community Living Toronto for over 40 years.

Both teachers in their professional lives, Bill and Pat were early and strong advocates for inclusive education and were crucial in identifying best practices across North America. In memory of their daughter, they created the Sherri Sparks Travel Training Program and have been active members of the Scarborough Regional Council, the Education Committee and the Board of Directors. Congratulations and thank you!

Board of Directors

President
Chris Stringer

Ibrahim Absiye
Colleen Broadhurst
Anny Chow
Paul Cochrane
Lisa Ellis
Victor Figueiredo
Sherron Grant

Bonnie Heath
Morris Jesion
Mark G. Johnson
Colette Kent
David Layton
Nick Macrae
Susan McCloy
Susan G. Seller
Cay Shedden
Stefica Skof

Executive Committee

President
Chris Stringer

Past President
Susan G. Seller

Treasurer
Mark G. Johnson

1st Vice President
David Layton

2nd Vice President
Colette Kent

Member at Large
Victor Figueiredo

Chief Executive Officer & Secretary to the Board
Garry Pruden

Executive Assistant
Donna Krolewski

Chairpersons, Board and Standing Committees

Education
Sherron Grant

Finance and Audit
Mark G. Johnson

Government Relations
Chris Beesley

LIGHTS Advisory Board
Mary Pat Armstrong

Nominating
Susan G. Seller

Quality Assurance
Colleen Broadhurst

Real Estate
David Layton

Resource Development
Diana Spacca

Rights and Ethics
Colette Kent

Membership

Your Voice Become Part of the Movement

Our members join Community Living Toronto for many reasons: to help improve life for their child, or to help others with an intellectual disability find housing and new positive ways to learn, work and play.

Many of our members have discovered that membership also improves the lives of the people who join. Support. Understanding. Knowledge. When you become a member, you become a part of a powerful movement, and most importantly, an extended family.

Our members have accomplished many amazing things, including helping people through social outings, cooking classes, travel training and sibling workshops. They've also helped create competitive employment opportunities for individuals, have organized parent groups to provide support and have coordinated exciting events like dances and yard sales.

Members also influence government to provide better support for people with an intellectual disability. They have encouraged City Councillors to be supportive of group homes, lobbied to change bylaws and helped to create more financial assistance for those who need it.

Our members are our lifeline and help to expand our capacity and create real, lasting connections with the community.

You can become a member by visiting www.communitylivingtoronto.ca/membership.

Regional councils:

Central Region

Chairperson
Peter Wakayama

Etobicoke/York

Chairperson
Ann Marie Fierro

North York

Chairperson
Nancy Ceci

Scarborough

Co-Chairpersons
Judith Andrenacci
Alison Thomas

Regional councils at work:

Our regional councils play an integral role in our Association – they connect us to our communities and neighbourhoods and help support key initiatives and services that may otherwise not be funded. The members of each of our regional councils play a critical role in influencing the work of Community Living Toronto.

To learn more about how you can become a part of our incredible membership community, visit our website at www.cltoronto.ca and click on the "Get Involved" link.

In the past year, our regional councils have:

- ✓ Funded a dragon boat team
- ✓ Organized events that have collectively brought out hundreds of people in attendance, including annual dances, bingo nights and supper clubs
- ✓ Supported association-wide holiday hamper program, providing individuals with an intellectual disability with a memorable holiday season
- ✓ Sustained literacy classes, sibling support groups and summer camps

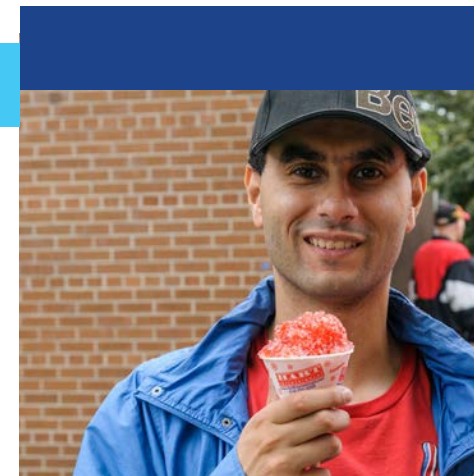
LIGHTS

Our two-year LIGHTS pilot has created opportunities for over 18 families to live more independently. However, we know that adjustment can sometimes be difficult. Here is Bonnie Heath's story about how hard it can be to 'let go.'

I am a mother of a young woman with Down syndrome. This opportunity in life is not available to her- she can't live on her own. It was my belief that Jenny must live with me, so I could protect her and make sure she does what is right for her.

However, I read an article in the newspaper when she was about 18 years old. A couple was going to pick up their son at his day program. It was a bad snowy winter day, they had a car accident and were killed instantly. He had never lived anywhere else except his parents' home. He had always been "taken care of". Now his life was thrown into total and complete chaos. Luckily at the time he was able to get into a group home. But he was completely miserable – he had no friends, no life outside of his parents, who also had become very secluded because into their 80's they were still looking after their son.

After reading this article, the image plagued me. How could I do this to my daughter? At some point I will die and if I don't prepare her for her own life now – what would happen to her? This was the turning point for me. I started looking for a way to help Jenny live on her own. I began to educate myself on what was available, which wasn't much. There were extremely long waitlists for any kind of government funded housing, and was it something WE wanted? I heard of some parents that were doing things on their own. This idea intrigued me – so a group of us started Scarborough Residential Alternatives. I gave it 2 years to plan, educate and have my daughter living on her own. We made a budget: the amount of money that she received from ODSP and then SSAH was her income. How much could she afford for rent, food,



support and day activities? If you are a parent then you know how much that is – so she couldn't live by herself, and it wasn't really what she wanted anyway. So with the idea of sharing an apartment, we began looking at rents in our area.

We finally found a place that would work. There were two individuals and Jenny wanting to live together, and we signed the lease on July 13, 2009. Everything was good, the place was within walking distance from my home, we had done our homework, we had the budget, we had a plan of slowly moving her in. What could go wrong?

Well, something life shattering happened the week she was to move in, something that proved to me that this whole idea was foolish, and the dumbest idea I ever had in my life. What was I thinking? Again, I am a mother of a child with Down syndrome! She can't move into her own place. This was proof. We can't do it. We will have to sublet, we will manage somehow! Then I remembered what started this



whole process – the parents who died unprepared, the son whose life was shattered. This was not about me and my doubts. It was about a young lady who was capable and deserved a life of her own – not living with an old woman and the two becoming isolated, and resentful. So we moved forward, with a determination that this was going to work – no matter what!

Three and a half years later – I have fewer and fewer doubts. Jenny is thriving. She loves living in her own home, being responsible for herself, taking care of her home and learning to live with people her own age and who are not her family. She has friends, she helps in her community and is learning to speak for herself.

By the way, the earth shattering thing that caused that last minute panic? I don't remember what it was! Looking back she probably sneezed.

Our children are capable, they can live on their own – it will definitely be different then when they lived at home, but that is the way life should be.

CONNECTED

FAMILIES

A vital resource for families of children with intellectual disabilities at all stages of life, our Pilot Parents program is being revitalized and refreshed to meet the changing communication and overall needs of families.

For the 2013/2014 year, the program will be reaching out to families all across Toronto, developing relationships with community partners and developing the tools necessary to enable families to connect with each other at all stages of life. Tools such as Connect**ABILITY**.ca, facebook and email will be utilized to expand communication options. Outreach to the school boards, doctors' offices and clinics, and various areas of the community will keep new families informed and connected.



Pilot
Parents

CHOICE

Respite Choices has been working hard to improve and expand respite services to families in Toronto.

Over the past year, we have undertaken many initiatives that make respite more accessible to families of children with special needs:

- ✓ Increased the visibility of our respite services by developing a new logo and creating a page on the Community Living Toronto website so families can access and learn about respite choices quickly and easily
- ✓ For the third year, received funding to run an Autism Camp at Shadow Lake Centre so that six youth between 12-17 can enjoy a week at camp for the first time
- ✓ Partnered with Silent Voice to support 12 children who are Deaf with complex needs at their Sign Language Summer Program. We hope this will turn into a long-term partnership to enable children to attend this seven-week day camp
- ✓ In 2012-13 we provided respite to 385 children under 17, and 126 adults over the age of 18



Respite
CHOICES

Looking ahead to 2013-2014

- ✓ A new application process will be implemented to provide families and caregivers with quicker and easier access to their short break
- ✓ We will expand on respite choices for children & youth in the west end

FEE FOR SERVICE

Our fee for service initiatives allow individuals the freedom to pick and choose services based on their needs and wants, as well as develop new skills and interests. Some of these include:

Community Junction

This creative outlet – located in Toronto's west end neighbourhood referred to as the Junction – offers individuals the opportunity to participate in an array of activities, including cooking, digital imaging, drama, yoga and much more!

Working with community partners and neighbourhood groups, Community Junction is able to provide affordable and meaningful opportunities to individuals supported by our Association, as well as adults in the Junction's community and beyond.

For more information:

2934 Dundas St. West, Toronto, ON
M6P 1Y8 | 647-729-1153

Creative Village

Located in Etobicoke's Islington Village neighbourhood, Creative Village Studio offers classes for individuals with varying abilities who are interested in painting and photography. The studio also offers drop-in sessions for individuals of all ages who are looking to explore their artistic side.

Though only established a few short years ago, Creative Village Studio artists are already well-known in their own right – having their work featured in a variety of art shows, including the Joshua Creek Heritage Art Centre and Contact Photography Festival, amongst many others.

For more information:

4895 Dundas Street West, Etobicoke, ON, M9A 1B2 | 647-351-4362

Shadow Lake Centre

Community Living Toronto's Shadow Lake Centre provides a residential camping program for people with an intellectual disability between the summer months of June – August.

Campers enjoy a wide variety of indoor and outdoor activities, all based on each individual's interest and ability. These activities include fishing, swimming, canoeing, as well as hiking, playing volleyball and much more!

For more information:

15041 9th Line, Stouffville, ON
L4A 7X3 | 905-640-6432
<http://www.shadowlakecentre.ca>

BRIDGING

In 2010, Community Living Toronto was awarded a two-year Ontario Trillium Foundation grant to work towards eliminating newcomer's barriers to services and supports, and addressing misconceptions and taboos relating to intellectual disabilities within ethno-cultural communities. That is how Bridging Diversity was born.

This past February, Community Living Toronto's Bridging Diversity Trillium funded project successfully came to a close, with the following outcomes:

- ✓ Developed 20 community partnerships
- ✓ Presented at five province-wide conferences, as well as to over 375 settlement staff and over 300 developmental services staff
- ✓ Outreached to over 3,000 community members through information sessions, as well as community fairs and festivals
- ✓ Garnered 40 media hits in various ethno-cultural media including print, radio, PSAs and social media

DIVERSITY

In addition to meeting our grant goals, the project grew beyond expectations and achieved the following:

- ✓ Partnered with Griffin Centre and Vita Community Services to launch sprOUT Toronto – a social group for lesbian, gay, bisexual, trans and queer youth and adults with an intellectual disability, and participated in the Pride parade in 2011 and 2012
- ✓ Invited to present to the Ministry of Community and Social Services (MCSS) Diversity Panel in June 2012
- ✓ Participated on United Way Toronto's Diversity and Inclusion Agency Advisory Committee
- ✓ Partnered with CultureLink's Mentoring Program for newcomers

Through the successful application for a MCSS Fiscal Innovation Fund, the Bridging Diversity project partnered with DSTO's Improving Quality committee to survey dsto agencies in order to understand how agencies are meeting the needs of diverse communities.

Our work towards building a more inclusive service delivery and organizational culture continues!

The environment of austerity and restraint continued into 2012-13 and will continue for the foreseeable future. This presents us with the challenge of managing in an environment of rising costs, flat or reduced funding, and the increasing needs of the people we support. For the past three fiscal years, the Association has received no increases to its base funding and this is expected to carry on into the foreseeable future. The Association is concerned about the impact of having to manage through the lack of funding and lack of purchasing power while the needs of individuals are increasing. Since 2008 we have also seen the negative impact of low interest rates on our pension plan.

Despite these challenges we have continued to provide the highest quality of services and supports to individuals and their families. This is reflected in the Association providing innovative programming to support individuals while ensuring that 90 cents on every dollar is spent on directly supporting individuals with an intellectual disability. Impacts of Ministry of Community and Social Services' transformation agenda, legislative or regulatory changes, and continuously changing requirements from funders have created tremendous challenges to keep administrative costs at or below 10%.

Continued support from our funders, generosity of individual and corporate donors, dedication of our volunteers, and the passion of our caring staff make it possible for us to deliver high quality, individualized and innovative services. We thank our funders and donors and appreciate their continued support for our work. In an environment of austerity we need their support more than ever.

Community Living Toronto has always had a culture of managing its finances prudently to achieve a positive position on its balance sheet. This has permitted the Board of Directors and the senior management team to embrace the Association's vision of supporting the goals and dreams of the individuals we support within existing resources. This year's results demonstrate how difficult this balancing has become given the environment of austerity and the implications of low interest rates on our future pension plan liabilities.

For 2012-13, the Association's revenue was \$69.0 million. 80% of the Association's revenue was received from the Ministries of Community and Social Services and Children and Youth Services. The rest was received from a variety of sources including the City of Toronto, the United Way, our fundraising efforts, fee for service programs, entrepreneurial ventures, and user fees. The Association has made significant progress in meeting the Board's strategic goals highlighted in this report.

The Association's total expenses were \$72.3 million. The day to day operating expenses excluding the pension adjustment was \$69.7 million, which was spent on supporting over 6,000 children, adults and their families. These supports range from a variety of residential options from high support to supported independent living, variety of day activities that provided intellectual stimulation to fostering creativity, to a continuum of employment supports ranging from supported employment to independent employment that provides a wage well above minimum. The supports we offer reflect our vision of providing choices that are meaningful and help people achieve their personal goals. The lack of funding adjustments to address ever increasing costs of doing business and supporting individuals with increasing needs have created serious operational pressures and contributed to the bottom line deficit. Every effort has been made to hold cost increases to a minimum.

Despite these prudent initiatives to manage costs without sacrificing services, we ended the year with a total deficit position of \$3.4million for 2012-13. The major reason for the dramatic increase in the deficit was the accounting impact of low interest rates on our future pension plan liabilities. While this did not require any immediate commitment of funds at this time, low interest rates will continue to exert pressure on the bottom line and deficits of this nature may be common during the environment of austerity and low interest rates. This is the current reality for most businesses with defined benefit pension plans.

Given the significant impact of low interest rates on our pension plan, results of which is reflected on our operating statements in the amount of \$2.6 million as a pension adjustment, we wanted to provide assurance that management and the Association's Pension Committee have been working for some time to ensure that our pension plan is sustainable into the future

The Association's financial results are prepared by staff and are fairly presented in accordance with the Generally Accepted Accounting Principles. Financial results have been audited by KPMG. Highlights of the Association's 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 Executive Office.

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.

Mark G. Johnson
Treasurer

Flavian Pinto
Chief Financial & Chief
Information Officer


Revenue	2013	2012
Ministry of Community and Social Services	\$55,122	\$54,269
City of Toronto	2,526	2,382
United Way	888	859
Entrepreneurial ventures	1,739	1,420
Other revenues	8691	9439
	68,966	68,369

Expenses	2013	2012
Residential	44,193	42,710
Supports to employment	8,347	8,260
Adult development services	6,374	6,763
Community support services	6,390	6,372
Entrepreneurial ventures	1,418	1,200
Other expenses	2490	3379
Pension Adjustment	2,608	-251
Amortization	499	489
	72,319	68,922


Deficiency of revenue over expenses	(\$3,353)	(\$553)
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Note : Pension entries are accounting adjustments and do not reflect immediate cash outlay.


FINANCIAL HIGHLIGHTS




Total Assets
\$47.6 M



Total Liabilities
\$26.0M



Total Revenues
\$69.5M



Total Expenses
\$72.8M

ADMISTRATION COSTS ON EVERY DOLLAR RECEIVED



SENIOR STAFF

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THANK YOU
FOR YOUR SUPPORT!



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@CLToronto



United Way
Member Agency



Stay connected with us on facebook:
www.facebook.com/CLToronto

communitylivingtoronto.ca



Where choices change the lives
of people with an intellectual disability

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