



## OUR MISSION

Community Living Guelph Wellington is dedicated to facilitating opportunities for people with developmental disabilities to realize their potential and dreams in their communities.

## CORE PRINCIPLES

- valuing the potential in each person
- listening to each person's dreams and choices
- collaborating with community partners
- being accountable, ethical and transparent in all that we do
- learning and innovating

Community Living Guelph Wellington supports over 500 adults with a developmental disability who live in Guelph and Wellington County.

We believe in community first. We help people connect to their community for Work and Volunteering, Places to Live, and Recreation.

Guelph and Wellington County are stronger, richer and more productive when ALL citizens participate fully. All people have gifts, talents and skills to contribute. We help to build relationships.

**Together, we are better.**



579

people served by Community Living Guelph Wellington

FROM LAURA AND GERRY

### A message from the Executive Director and the Board President

**M**aking a difference in the lives of people with developmental disabilities is what drives the actions of CLGW volunteers, staff, leaders and Board members alike. We all have the same goal – to open doors, creating and nurturing opportunities and possibilities. This commitment is evident in our ongoing work to enhance opportunities for people we serve (e.g. Campus Friends, volunteer and employment opportunities) in our increased community partnerships with other agencies and employers (e.g. 2nd Chance Employment partnership, Community of Hearts/Independent Hearts pilot project), and in our ongoing commitment to our own staff's professional development.

A significant focus of the past year has been on increasing our partnerships with others in community.

We were successful in partnering with five other CL agencies to obtain a two-year grant from Ministry of Children, Community and Social Services to provide the full management team with an on-site Leadership training program.

We are excited about our growing partnership with Habitat for Humanity – our first 3 units at Cityview are complete and the people we support have moved in! Discussions are in process in terms of next steps in this important partnership model.

Funding for Behaviour Support services through CLGW has been a welcome addition. We have partnered with Hopewell Homes and Community Living Dufferin to create a Behaviour support team that work together and support each other in the process. We have also partnered with 5 Star Relationships to have Social Work Intern Placements at CLGW which increases our

capacity to provide much needed services to people we support.

We have continued to increase the number of people we support through the Passport Program as well as expand the number of ways in which we deliver those supports.

We are proud of the progress that we and our partners have made this past year in supporting positive change in developmental services in Guelph-Wellington. Through continued collaboration and a passionate commitment to quality and innovation, we will continue to find better ways of "...facilitating opportunities for people with developmental disabilities to realize their potential and dreams in their communities."

.....  
**"We all have the same goal – to open doors, creating and nurturing opportunities and possibilities."**

*Laura + Gerry*

Laura Hanley, Executive Director  
Gerry Walsh, Board President



30,032

hours worked in 2018-19 by people supported through EmployMent Options

135

people engage with EmployMent Options

68

employers who have staff through EmployMent Options



Orangetheory Fitness

Over the past several years, Community Living Guelph Wellington has been building deep-rooted partnership across Guelph and Wellington County, with people and businesses who believe that every person can work and contribute in meaningful ways.

We reached out to Orangetheory Fitness, which is one of 60+ businesses who employ a person with a developmental disability, through CLGW's EmployMent Options service. Here's what they had to say:

**CLGW: Could you tell me a little bit about Orangetheory? What are you most proud of about your team and business?**

OT: Orangetheory is a science-backed, technology-tracked coach-inspired workout. It's a totally new and fun approach to fitness. We use heart rate monitors to track progress in real time in the studio and all the Orangetheory's around the world do the same workout on any given day and you never do the same workout twice!

We are proud of so many things. For our team, we'd say it's the caliber of human beings that work on our team. We take our time, and we hear from our members all

of the time that we have the best people. In our business, we're proud that we were named the #1 Fitness Club in Guelph two years in a row, but more important than that are all the individual members who have made incredible changes and improved their physical and mental health. We often hear that they have never exercised so consistently in their lives. They're addicted to OTF (in a positive way).

**CLGW: What makes for a good employee/team member?**

OT: Attitude really is everything. Great team members love what they do. They smile, call our members by name, take pride in their work and help their colleagues without even being asked. We're lucky, every person on our team is exceptional.

**CLGW: Could you share a moment where K, a person who is served by CLGW, really shined in her work at Orangetheory?**

OT: K shines every single day, her spirit is incredible. She brings joy and light to our team and to our studio. She arrives early to work, she always works hard and asks if she's unsure. Our team gets free workouts as a bonus and K started doing the workouts to stay healthy and we love seeing her in class.

**CLGW: Why is it important to you, as an owner, to have an inclusive team and environment at Orangetheory?**

OT: We firmly believe that every life has value. We all struggle with different things. We've had staff with dyslexia, mental health issues, and developmental delays just to name a few. In our studio, it's all about community. We support each other in the workout and as a team. When we embrace differences and lift each other up, without judgment, everybody wins.

**CLGW: Have you experienced any challenges with employing someone with a disability? If so, how did you overcome these?**

OT: One example comes to mind where we had a young person with physical limitations and communication barriers. We learned early on that he didn't particularly enjoy the job itself. We were willing to rise to the challenge and figure out how best to communicate with him and adapt tasks to his capabilities. The real lesson was to truly listen to the person with a disability, make sure they understand the role and if it's not for them, respect that.

**CLGW: Do you have any advice for other businesses who are considering employing someone with a disability, but who haven't made the jump yet?**

OT: We went to a session last year geared to employers that talked about the business case for employing persons with disabilities and the data is strong. You are likely to be blessed with a highly motivated, punctual, reliable, hardworking and loyal employee, and what business isn't looking for that? For us, that's not why we do it. It just feels great and puts life in perspective. Running a business can be hard at times, there's highs and there's lows. We are so fortunate to be able to help amazing people in our community, and giving back like this is one of the most rewarding and joyous feelings there is. Business owners - take our word for it - work with an agency who knows the strengths of these wonderful people and can help find you a valuable team member and don't underestimate their capabilities. Don't think about it anymore - DO IT! Helping one another: isn't that what we were all put on this earth to do?



EMPLOYMENT OPTIONS

A right to work.

## Finding our voice.

This past year has been a time of learning and growing for People4People, our advocacy group.

Beginning last April, we had the opportunity of having four P4P advocates join the newly developed Training Committee. This committee was created to educate and develop modules for all staff, people supported and families with regards to Person-Centred Support. It was empowering for us to have our voices heard while developing such important training materials. The latest course developed is for people supported, it is called "My Voice, My Choice". We are trainers for these courses, with some help from our advisors.

In November, we reached out to New Vision Advocacy group from London, Ontario, to learn about their Executive Board. We learned the importance of having a core group of people dedicated to hearing and voicing the views of all people supported within the agency. After hearing this message, we are in the process of organizing our own Executive Board that will consist of 5 members (one representative from each chapter location).

In the fall of 2018, we were asked if we would like to take over the responsibility of The Communicate. We said YES - what an opportunity to have our voice heard and share exciting stories! In December 2018, we published our first newsletter with a new name and a new look - The Advocate. It is a place where we can educate other advocates and direct support professionals on many topics and issues that are important to us.

We look forward to the upcoming year in growing our voices and presence in our community!



# 92

people attending Day Services



**"They are choosing, and we are following their lead."**

# 133

people participating in Community Supports

Each of the people we support have interests, gifts and strengths. As we embark deeper into the person-centred approach to the work we do, what matters most to the people we support is shifting the way we provide service.

We're starting to see something really neat happen at our Community Living Centres. Typically, these buildings act as a central hub, where people we support come to connect and then go about whichever day-time activities they may choose. Some of these day-time activities happen at the Community Living Centres, but more and more, we're seeing these activities happening in our neighbourhoods. And we're

really excited to see more community-based opportunities becoming a reality.

But we're intrigued by a shift we're seeing. In Guelph, a group of people supported were interested in exploring the downtown. By making a plan for how this could become a very real opportunity, what happened next was pretty amazing. The people we support wondered, and then planned, that if they explored downtown Guelph in the afternoons, they could just then walk or bus home from the core. They weren't going to come back to the Community Living Centre - Guelph (formerly the ARC Building at 8 Royal Rd.), just to then head home.

Then, in North Wellington, we saw something

very similar. A couple of people we support suggested that if their activity was local to where they live, instead of coming to the Community Living Centre first, they could meet support staff at their community-based activity.

Re-imagining the way we support through Community and Day Options, means more flexibility. We're spending more time outside of the Community Living Centres. The people we support are engaging in a wider variety of opportunities and activities.

They are choosing, and we are following their lead.



## HABITAT PARTNERSHIP

# Inclusive Community Coming to Guelph Thanks to Partnership

**B**ack in September, Habitat for Humanity Wellington Dufferin Guelph, the County of Wellington and Community Living Guelph Wellington welcomed local dignitaries and potential elects, as we shared about our housing partnership that will bring opportunities for people with developmental disabilities.

This partnership is built on a foundation that everyone deserves opportunity and community. Cityview Village, a 28-unit development, is an inclusive community that brings people together to build strength, stability and independence.

"The partnership we have developed with Habitat for Humanity is a significant one, as housing has long been noted as one of the most significant Social Determinants of Health. With this partnership, the People We Support have access to safe, decent and affordable housing that fits their needs and allows them the choice to determine the supports they receive", says Michelle Noorzad, Habitat Partnership Lead for CLGW.

As we work alongside Habitat, to have people we support here at CLGW move into three different units in the coming months, we're also excited to learn that other Community Living's are following this model to help alleviate the burden on the residential wait list.

Over the course of the next two years, CLGW has committed to volunteering and offering 'sweat equity' as part of our partnership.



Since September, six people supported by Community Living Guelph Wellington have moved into Cityview Village. CLGW has committed just over 560 hours of sweat equity, and will complete another 210 hours in the next 10 months.

Habitat for Humanity Wellington Dufferin Guelph is also partnering with Community Living Dufferin, and conversations continue between CLGW and Habitat surrounding a development within the next five years.



## COMMUNITY OF HEARTS PARTNERSHIP

# What happens when Community comes together

**C**ommunity Living Guelph Wellington and Community of Hearts are partnering on a one-year pilot project with the Independent Hearts program. Five people served by CLGW will have the opportunity to discover and gauge where they are at with independent living in a safe and as-needed supportive environment. Each participant will participate in an eight-week intensive program. While space is limited for the pilot project phase, this partnership nurtures future opportunities for people in Guelph and Wellington County to experience where they are at with their living support needs.

So what is Independent Hearts?

In a nutshell, Independent Hearts is a safe space to build independent living skills. Those participating in Independent Hearts live in a home, and work on their life skills alongside a Life Skills Educator for six hours each day. They also have access to an overnight live-in support staff, should they need it. Independent Hearts is completely individualized and will evaluate the independent living readiness, while also identifying areas that may still need a little support. It also offers the opportunity for people to live together, share skills, and discover what it's like living with a roommate.

Independent Hearts supports two people through an 8-week, Monday to Friday living opportunity. Independent Hearts is hosted by Community of Hearts.

Why the partnership?

Discovering if someone is ready for independent living can be complex. We have tools, like Steps to Independence, to help create manageable steps to build independent living skills. We have heard from families that finding a way to really experience that readiness is important – and we agree.

When Community of Hearts introduced Independent Hearts, this opportunity excited us. It provides a safe environment for people to learn, while being submersed in an independent living opportunity with support-as-needed. It also was open to anyone in our community, including those on the wait list. So, we started a conversation.

Over the next 12 months, we will be partnering on a pilot opportunity, where five people connected to Community Living Guelph Wellington will experience Independent Hearts.

For CLGW, partnering with other organizations extends the opportunities we can offer, and helps bring our community together.

## Doors Opened.

Doors Open 2018 provided Community Living Guelph Wellington the opportunity to say thanks. As an organization more typically on the receiving end of things, we saw this as a chance to open our doors wide, promote awareness about inclusion, choice and community engagement, and share our stories. Who better to do this than the people we serve!

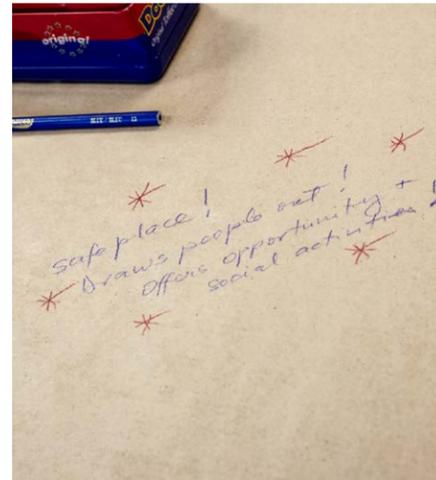
Three guiding questions were provided in advance to people we serve who volunteered as story tellers:

1. What supports do you get from CLGW?
2. How have the supports you just talked about helped you get involved in the community?
3. What would you like to say to the community of people here today?

The planning committee for this event included staff from each of the service areas. The tour of the building involved our

Administration Building only. While DOORS OPEN Ontario has traditionally focused on architectural structures, our focus was on community based programs and services. Our message was clear: Our building is bricks and mortar; what truly matters is what happens inside – the ideas discussed, the initiatives developed, and the connections made. The stories shared by people we serve reflected a variety of faces, places, and experiences ... People for People, Community Day Options, Campus Friends, Best Buddies, Employment Options, Passport Services, Residential Supports, and Volunteering ... Doors Open at CLGW was an organic event that seamlessly morphed into one of pure joy and pride. Not because people with developmental disabilities are brave, or heroic, or any of the other commonly held myths – But because of the respect shown to all on the basis of their humanness.

The outcome? Sixty two people (only 4 of whom were family members related to the speakers) walked away with increased knowledge, awareness and appreciation for the new normal here at Community Living Guelph Wellington.



### QUOTES GATHERED FROM DOORS OPEN SPEAKERS

*It feels good to try different things. I like being in the community and meeting new people. I have a job I do on my own, and it makes me feel good. Being treated like an adult is important to me. I enjoy making my own decisions and it's important to me that I can choose what I like to do. Belonging is important to me. ~A.S.*

*It matter! My choices matter. It is important people know people with disabilities are able to do things - because I can! And I like it. Making my own choices and living my own life are important to me. I like making my own choices. It feels good, and I am an adult. ~J.H.*

*The more independent I am, the happier I am! I've been around a long time and have seen a lot of changes. I have made great friends, and have learned so much about myself. I make my own choices about the activities I want to do. People with disabilities have the same rights as everyone. ~M.Z.*

*I am just like anyone else in the community. I like to go out and try new things. There are lots of things to do, and I like being part of the community. I like to I am becoming more independent every day. ~T.B.K.*

*I am not afraid of trying new things. I like taking care of myself, and being treated like an adult. I enjoy seeing my friends in the community. ~K.G.*

## An open letter to Bryan Adams and his team.

**O**n January 30th at the Aud in Kitchener, Bryan did something that might have seemed ordinary at first, but that had profound impact.

As a not-for-profit disability services organization, our staff often book concerts and event seats for the people we support. If the person happens to be a wheelchair user, or has a visual or hearing impairment, we will often book seats as close to the stage as possible and on an aisle, to ensure they have the best possible experience for their needs. Sometimes we have to get a little creative, but that wasn't the case. C, our staff member, managed to get tickets for the person she was supporting, M, in the third row and on the aisle. While they were amazing seats, M is wheelchair bound. This meant, that as soon as the first song started, folks stood up. The concert was absolutely rocking, so why wouldn't they!? But for M, this meant her view was now of backs and shoulders.

What happened next is the profound part.

One of your team came over to M, and started chatting. A few seconds later, M was turning on her electric wheelchair, and getting ready to move. Now, in our line of work, the people we support are often asked to move – not to improve their opportunity, but to convenience someone else. But, before our staff member could ask, your team member leaned over, and told her that Bryan wanted to give M a better view of the show.



This was an extraordinary moment. Your team and Bryan saw M as a citizen; as someone worthy enough to enjoy the show like anyone else, and made the accommodation to make it happen.

Then, to add icing on the cake (and what was a swoon-worthy moment), Bryan waved at M once she had settled into her new spot (angled towards the stage with no backs, butts or shoulders in front of her, right in front of a microphone), and that team member came back with a guitar pick for her to keep.

Thank you, to Bryan and your team – for creating equity and recognizing that with a little accommodation, M's price for admission was just as valuable as her able-to-stand friends.

177

people served through Passport supports

**R**ecently, M received Passport funding. And, as he mulled over how he would use those extra dollars, he's ticking things off of his bucket list.

First up was Comic Con. M had been hearing about the convention, and researching it online for years. He had wanted to attend, but felt like he couldn't because of financial and travel barriers. And then Passport funding changed that.

Roaming Darleks, R2D2s, and trying some of the games and vendors all filled M's day. He also had the chance to meet

a childhood wrestling star, and a movie star. It took a little encouragement though, but M walked right up and shook hands with the stars!

M's Passport funding has gone a lot further than Comic Con. During the week, M is always on an adventure. This past fall, he picked up a bow at a local community archery class. Week after week, his scores are getting better.

M also enjoys video games. Guelph is rich with places to enjoy the latest and greatest, but also the classics. So M spends some of his spare time becoming

a fixture at the video game lounge downtown. Oh, and his girlfriend also enjoys the friendly competition. More importantly, both of them are meeting new faces, who have a similar love for gaming.

M also participates in Special Olympics, and Passport helps with this.

In just a few short months, Passport funding has enabled M to accomplish so much that he's wanted to get involved in.

We're sure the future holds many more adventures!

## Ticking things off of the bucket list.

RESIDENTIAL

# CHOICE: THE BIG MOVE

Erin and Amanda, two support staff at CLGW, approached two women who live together through our residential services. It was March, and each of these women were asked separately, about their home dreams.

They were asked to picture their dream scenario, if their current home was their dream, or if they would want to move. They were then asked why they might want to move, and if in their dream scenario, they would still live together. Here are their responses:

**B** - When Amanda asked me if in my dream goal, I could move out of where I was currently living, what I would say - I said YES! Amanda told me there might be a new house, and that if I wanted to move there I could say yes or no.

I asked what she thought, but Amanda told me it was my choice and I was allowed to say yes or no whenever I wanted. Amanda asked why I wanted to move, I liked that moving would be something in my life I could change. I liked that if I could move, I would get away from some of the loud noises that came with where I was living. Amanda then told me Erin was at the house, and if I wanted, she would bring me to go and see it right away. I said YES! I wanted to see the house and see if I liked it.

When we got there the first thing I said was its so close to my work! Erin gave me a tour

of the house, and I picked my bedroom. I even got to pick out my bedroom wall colour, and I chose purple!

I liked that we have a bonus space in the basement, we have a second living room with my speakers and our crafts table.

I told them, "holy crap there's a lot of stairs in here." I was really happy to have stairs because I've never had them before and this gave me so much more space. I told Amanda and Erin I still wanted to live with my house mate, T, and they told me if she wanted the same thing, we would make it happen.

Once T said yes, I asked Erin when we can move. I was very excited! We spent a lot of time packing for the next few weeks and I was exhausted! Now I get to live in my nice big new home!

T and B were both presented this option before anyone else knew, including their parents and staff at the home they were previously living. Moving and living together was their decision, and while staff could inform, it was theirs to make.

When presented to T's parents, they were very happy to know T was asked, toured upon her request, and that she made the decision completely for herself. They moved in to their new home on March 22, 2019.

# 126

people living in 24/7 supported group homes

# 30

people living in modified living opportunities

# 106

people living in Supported Independent Living (SIL)

**T** - Amanda picked me up from Community of Hearts - she asked, if there was somewhere else I could live, would I want to? I said maybe. Amanda asked if I wanted to stay where I was living, and I said no. I said I would like to see the house, and I would say yes or no.

Amanda brought me to see the new house, Erin gave me a tour, and showed me all the rooms. Erin and Amanda asked if I liked it and I said yes, and I said yes to live here with B. I picked yellow for my walls! I helped put my pictures on the walls! I told mom and dad I was moving, they came and saw my new home. We had a party and my friend S came and saw my new home.

FUNDRAISING  
It takes a village,  
and we're so grateful  
that you're a part of our  
village.



**E**ach year, we find ourselves amazed by the dedication, support and hard work of our community. Whether they are families, community members, strangers passing by, or someone who worked for CLGW once upon a time, their support is felt across our entire organization.

This past year, we found more people donating to our Grocery Assistance Program. This alleviates hunger and food insecurity for those who's budgets get stretched a little thin.

We also saw an increase in golfers at our Norm Jary Golf Tournament. Funds raised helped us to buy a new adaptive van!

Funds raised have also supported transitions in residential options, much like B and T's Big Move.

And while we venture forward into the new fiscal year, watch for new ways to support Community Living Guelph Wellington, the people we support, and nurturing our communities to be more inclusive and accessible for everyone.

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## 2018-19 Financial Summary.



**\$23,850,416**  
Total Revenues

**\$23,728,823**  
Total Expenses

### Revenue

	2018-19		2017-18	
Province of Ontario - Subsidy	\$20,137,257	84.5%	\$18,445,605	85%
Central West Specialized Developmental Services - Passport Funding	\$1,4523,251	6.0%	\$1,202,434	5.5%
Sales and User Fees	\$3,535,099	8.7%	\$1,859,029	8.6%
Government of Canada - Summer Student Grant	\$18,035	0.1%	\$13,458	0.1%
Donations and Fundraising	\$160,025	0.7%	\$178,165	0.8%
	<b>\$23,850,416</b>	<b>100%</b>	<b>\$21,698,691</b>	<b>100%</b>

	2018-19		2017-18	
Salaries and Benefits	\$18,642,784	78.5%	\$17,168,934	79.6%
Operating Expenses	5,048,607	21.3%	\$4,356,012	20.2%
Fundraising Costs and Other Expenditures	\$38,432	0.2%	\$55,805	0.2%
	<b>\$23,728,823</b>	<b>100%</b>	<b>\$21,580,751</b>	<b>100%</b>

	2018-19	2017-18
<b>Excess of Revenues over Expenses</b>	<b>\$121,593</b>	<b>\$102,799</b>

### Expenses

## Board of Directors.

Community Living Guelph Wellington is deeply grateful for the volunteers who offer their vision and strategic planning to our organization.

Each year, professionals, family members, and community-minded advocates help to ensure that CLGW is true to its mandate and is innovating in ways that will ensure sustainability into the future.

Our Board is an integral part of the work we do. They check the temperature and health of our organization, on a regular basis, and ask important questions that help push CLGW forward.

We also have three Board Committees, who dive deeper into the work we do. These committees are made up of community representatives, Board of Directors and staff.

If you're interested in becoming a Director or joining a Board Committee, please visit [clgw.ca/board-of-directors](http://clgw.ca/board-of-directors)

## 2018-19 Board of Directors

**Gerry Walsh**  
President  
Board@clgw.ca

**Bernie Mitchell**  
Past President

**David Howitt**

**Scott Galajda**

**Otto Schmalz**

**Liz Roth**

**Rick McLaren**

**Janet Kaufman**

**Vanessa Parker**

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CLGuelphWell

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10745 7061 RR0001

This annual report is produced by Community Living Guelph Wellington.

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COMMUNITY LIVING  
Guelph Wellington



 Ontario