

COMMUNITY LIVING
Guelph Wellington



ANNUAL REPORT

2023-2024



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A message from the Executive Director and the Board Chair.

Welcome to the 2023–2024 Annual Report for Community Living Guelph Wellington. This report highlights what we've achieved over the past year and provides an opportunity to express our gratitude to everyone who has helped us get closer to our vision.

Together, we are making progress in supporting individuals with developmental disabilities to live their lives to the fullest, and your support is crucial as we work toward our goals every day.

As Community Living Guelph Wellington celebrates **66** years of service, we reflect on our journey filled with both successes and challenges. Each experience has been a valuable lesson, shaping our resilience and commitment to our mission.

*"The measure of intelligence is the ability to change."
— Albert Einstein*

We firmly believe that individuals with developmental disabilities have the right and ability to fully engage in their communities, participating in ways that resonate with their personal choices and aspirations. This belief drives us to continue advocating for their needs and reinventing our agency to support them better.

A Heartfelt Thank You!

None of this would be possible without the incredibly talented team we have at CLGW. Their dedication and passion are the heart of our organization, enabling us to make a meaningful impact in the sector.

These have been challenging times, and one of the difficult decisions we've had to make is maintaining a small team due to budget cuts. Currently, CLGW operates with only **63%** of the positions required on our operational team. This means our staff is working harder than ever, with **450** Direct Support Professionals supporting over 900 individuals.

We want to take this opportunity to sincerely acknowledge and appreciate the dedication, passion, and hard work that continue to make a profound difference in the lives of adults with developmental disabilities.

*"Recognition is not just a nice thing to do; it's a key driver of engagement and performance."
— Derek Irvine*

To Our Direct Support Professionals

Thank you for the vital role you play in enhancing the quality of life for individuals with disabilities. Your dedication, compassion, and unwavering support make a profound difference in our community every day. You're a source of hope and inspiration!

To Our Finance Team

Thank you for constantly stretching our budget and exploring new alternatives to make things work. Your creativity and resourcefulness play a crucial role in helping us achieve our goals and support our mission.

To Our HR Team

Thank you for working those late nights to ensure everyone gets paid on time. Your behind-the-scenes efforts are essential to keeping us all moving forward, and we truly appreciate everything you do to support our organization and our staff.

To Our Building and Vehicle Team

Thank you for keeping our buildings in great shape. Your attention to detail ensures a safe and accessible environment for everyone. We truly appreciate your dedication and commitment to maintaining our spaces!

To Our IT Team

Thank you for keeping us all connected. Your expertise and support ensure that we can continue our work seamlessly. We truly appreciate all that you do to keep our systems running smoothly!

To Our Operations Team

Thank you to our administration staff, service managers, direct support supervisors and coordinators. We are incredibly proud of your above-and-beyond efforts. Quality of care requires quality employees, and we are fortunate to have the best team.

To all of our employees, board, committee members, and volunteers who enable us to do what we do, thank you!! We are so grateful for the passion and dedication that you show to CLGW and the people we support.



CINDY KINNON
Executive Director



JANET KAUFMAN
Chair



ABOUT CLGW

Who we are.

Community Living Guelph Wellington supports over **900** adults with developmental disabilities 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.

While some people need a lot of support, others require just a little. That's why each person has a personalized plan, which includes when, how and how much support the person needs and wants. Our best support is when we're just a shadow for the person. Although developmental disabilities may impact cognitive function and decision-making, we are there when needed, always striving for individuals to have full autonomy over their lives and decisions.



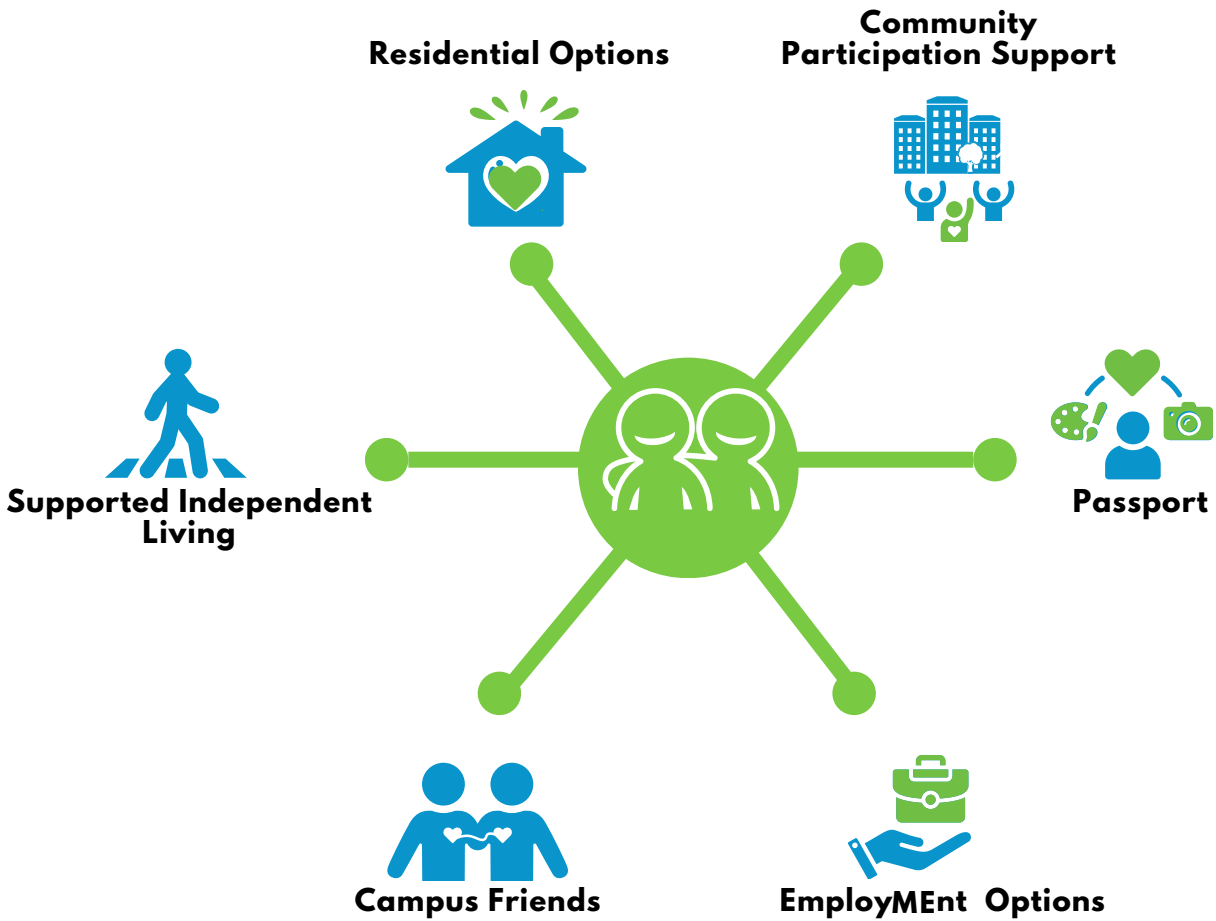
Our Vision

People with developmental disabilities live their best life.



Our Mission

We support people with developmental disabilities to live their lives to the fullest.



OUR CORE VALUES

In keeping with Community Living Guelph Wellington’s mission statement, the following principles and values guide the delivery of support services.

Nurture Potential

We are a place of support that nurtures each of us to learn and grow.

Respect Uniqueness

We recognize that the unique abilities, cultures, talents, aspirations, and goals of each person lead them to explore meaningful and enriching experiences.

Uphold Accountability

We maintain clear communication, honour commitments, have high expectations, and serve one another with the highest levels of mutual integrity and accountability.

Pursue Excellence

We are responsive, and our decisions are informed by evidence and continuous learning.



Where to find us.

You'll find us in Guelph, Fergus, Erin, Harriston and Mount Forest.

We have **5** Community Living Centres – These community spaces act as Community Participation Supports, but they also host other community organizations like 2nd Chance Employment Options, Guelph Wellington Women in Crisis, The Door Youth Centre, Wellington Pregnancy Care Centre, and East Wellington Community Services. We have more than **30** homes where people live and receive support



People supported by service.

217 Community Participation Support

Residential Options

150

99 Supported Independent Living

Passport

300

95 EmployMENT Options

Campus Friends

49



Celebrating 37 Years of Dedication: A Fond Farewell to Betty Grinwis.

With over 37 years of service at CLGW, Betty has been an invaluable member of our finance team and community. She witnessed our team grow from just two people in 1986 to the robust team of four we have today. Throughout her time here, she saw CLGW expand, with more people receiving support and an increasing number of services being offered.

During her time here, she was always a calm, kind, and supportive driving force for her team, and the many relationships she formed. Her leadership and the strong relationships she built have made a lasting impact. Betty was always interested in what was happening in your life, often remembering the little details and asking you about them later.

Betty recalls the stories people share with her and is, without a doubt, a wealth of knowledge and history at CLGW.

She cares deeply about the people we support, their families, and our team. Even though her day-to-day focus was on finance, she was always looking for ways to learn more about our services.

She remains connected to our organization by volunteering at many CLGW events and has been a huge advocate for our mission and the individuals we support. For all of this and so much more, we are grateful for Betty's time, commitment, and leadership.

Your hard work and kindness have left a lasting mark—thank you for being such an incredible part of our journey!



It goes beyond 'nothing about us without us'.

All our services are delivered from a person-centred approach. This puts the person's voice and decisions at the centre of any support we provide. They direct their life, and we support them to do so.

While some people need a lot of support, others require just a little. That's why each person has a personalized plan, which includes when, how and how much support the person needs and wants.

How do we assess the effectiveness of person-centered planning?

When people directly describe what they want out of their life, we ensure that services are actually facilitating those goals and dreams.

At an individual level, the **Personal Outcome Measures (POM)** is a powerful tool for evaluating personal quality of life. It explores the presence, importance and achievement of personally defined outcomes, along with the support that helps people attain their individual goals and dreams.

82
Employees were trained in Person-Centred Training between April 1, 2023 and March 31, 2024.



In July 2023 we held a 4 day online POM workshop for 12 employees.



It enables our Direct Support Professionals to learn about people in different ways and provides a guide to person-centred planning.

POM allows us to collect valuable insights regarding the support we provide, identifying effective services, and highlighting areas where additional work is needed. CLGW began using POM in 2019. Since that time we have completed **150** interviews.



Support should be about giving individuals the power to shape their own lives.

Think learning isn't enjoyable? You haven't met **CAMPUS FRIENDS (CF)**!

At CAMPUS FRIENDS (CF) the expression "I can't" is replaced with "I can't ... yet". Every week CF students challenge themselves, navigate the unknown, and push beyond their comfort zone. Together, CF students and Mentors (U of G student volunteers) learn what they once thought they could not.

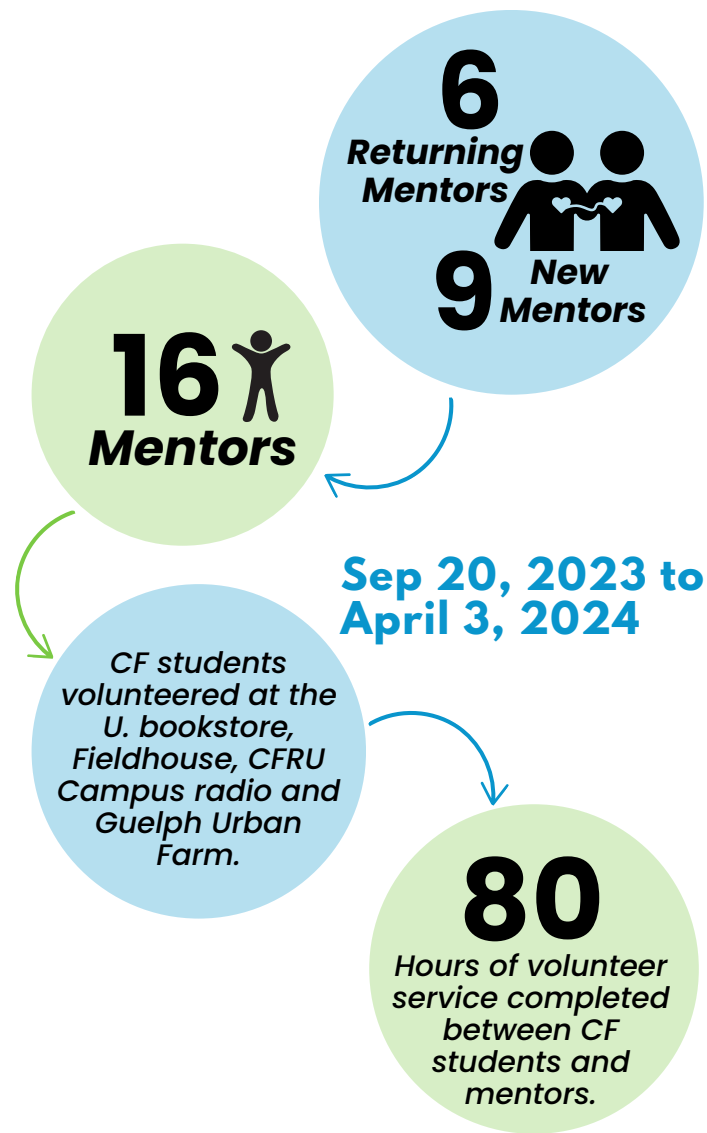
The common human experience?

To live our lives to the fullest extent possible. It is a privilege being part of CAMPUS FRIENDS – to our many partners, supporters and cheerleaders, thank you!

Incorporated into **CAMPUS FRIENDS** are the Six Neighbourly Principles by Cormac Russell:

1. Discover together what surrounds you.
2. Welcome the stranger.
3. Start with what's strong.
4. Share.
5. Celebrate one another's achievements.
6. Envision a preferred future together.





Let's meet Nicolo

All CF students and mentors had the chance to share their interviews at CFRU radio, but **Nicolo's connection to radio was truly special!**

He has natural interviewing skills and a talent for making everyone feel comfortable in front of the microphone. With support from Jenny Mitchell, the volunteer coordinator at CFRU, Nicolo developed a genuine interest in editing software and honed his skills by taking on more responsibilities, achieving both professional and personal goals. This experience not only led to a regular volunteer position but also gave Nicolo a meaningful opportunity to meet amazing people and discover yet another talent among the many he has.

"Volunteering at CFRU gives me the opportunity to interview, connect with people, and keep learning new things."

— Nicolo, CF student.





At CF, every day looks different.

Students and volunteers helped create some festive decorations at Otherwise Studios for an upcoming event at the Art Bar in downtown Guelph. It was such a fun way to unleash our creativity with friends.

From colorful banners to unique centerpieces, every project brought us closer together, filling the space with laughter.

Farm Day was a blast!

Harvest time at the Guelph Centre for Urban Organic Farming was filled with excitement. From learning how to identify ripe tomatoes to discovering the best way to pull carrots from the earth, every moment was an adventure. It was a fantastic opportunity to connect with nature, appreciate the hard work that goes into farming, and celebrate the bounty that nourishes us.



Did someone say, “It’s time for class?”

CF has an educational component, but who said it had to be boring? Learning becomes an adventure when you’re with friends, and every day brings new opportunities to explore and grow together.

Connect & Share: More Than Just a Library!

On July 19th, 2023 Guelph's First Accessible Little Library officially opened.

Located at 197 Dufferin St., the Accessible Little Library is a community project put on by People4People Self-Advocacy Group and Community Living Guelph Wellington.

While Guelph has many Little Free Libraries and Little Free Pantries, the Accessible Little Library is a little different.



"It's designed to be accessible and much more," says Michelle Maloney, People4People Advisor.

The library is an opportunity to meet new neighbors and connect with each other with a purpose. Whether it's borrowing a book, giving a book, or organizing a neighborhood story time at the library, the ALL is an opportunity for all.

The ALL is different, in that the library is a little closer to the ground, making it easier for people with wheelchairs, walkers, or mobility aids to reach it. The surface underneath is sturdy, so wheelchairs can move towards it. The handle has a pull, making it easier to grab for people who have less mobility in their hands. And there's a bench, to sit and rest, or chat with a new friend.





Friends, neighbors, staff, and people supported came together to celebrate the first Guelph Accessible Little Library by sharing stories, reading books, and connecting over coffee. It was a wonderful opportunity to build community and foster connections!

The Accessible Little Library (ALL) is a unique project that started with people with disabilities wanting to create an inclusive experience for themselves and the broader community.

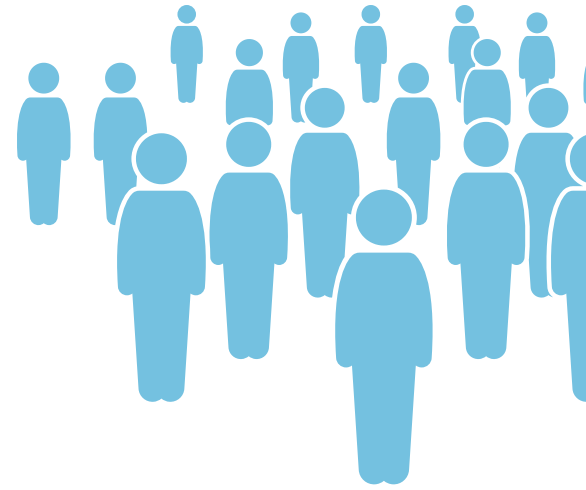
Volunteers played a crucial role in painting and setting up the library, while everyone contributed by bringing books and tapes they no longer read or listen, so that everyone in the neighborhood could enjoy them.



STRATEGIC PLAN 2023-2026

In June 2023, we presented our strategic plan for 2023-2026, outlining our priorities, focus areas, and the timeline for achieving our goals.

How did we get there? A six-month plan was outlined with tasks for each month to ensure we accomplished our goals and kept everyone involved.



January: Engagement

Over **175** participants in focus groups, surveys and 1:1 interviews added their voice to the CLGW's strategic plan.

February: Feedback review

CLGW's Board of Directors, Senior Leadership Team, and the Strategic Steering Committee reviewed your input.

March: First draft

Developed the vision, mission statements, and core values, along with three strategic directions and the necessary tasks for implementation.

April: First plan review

The Senior Leadership Team revised all draft versions and made changes as needed it before presenting to the board.

May + June: Approval of the Strategic Plan

The plan got approved by the board and shared to employees throughout May and June.

STRATEGIC PRIORITIES



SERVICE EXCELLENCE

A leader in providing innovative and exceptional services that continue to evolve.



ORGANIZATIONAL EXCELLENCE

A stable, focused and aligned organization with outstanding people that is well-positioned for providing excellent and efficient supports and services.



CONNECTING IN THE COMMUNITY

An organization that works with the community and service partners to help create inclusive and welcoming communities for all individuals.

Help us catch: “Best Life” moments.

Everything we do at CLGW is about supporting people with disabilities to live their best life (our vision). There are big and small moments every single day that showcase this vision.

As a collective team, we wanted to start catching these moments, and celebrating them.

BEST LIFE MOMENTS

Rhonda engaged several people we support in a ball throwing game at swimming. She made a good effort to get lots of people to play and they all laughed and had fun despite not all knowing each other.

Following the success of the campaign, we continued it on a monthly basis. Winners received a \$25 gift card and were recognized during team meetings and on social media to celebrate when staff go above and beyond.

BEST LIFE MOMENTS

Kimberly continues to support people to find community events to take part in. She ensures photos are taken to share with others and for the people supported to have keepsakes of themselves taking part in life events!

BEST LIFE MOMENTS

Drew has been a huge support to the William home this week. She is always open and willing to pick up hours to support the people who live there. She supported one person to get back into grocery shopping in person. They had a great day and as Drew said: “He was a pleasure to shop with and a gentleman to help.”

We encouraged all employees to participate by nominating coworkers who were making a positive impact in helping the people we support live their best lives—referred to as a “**Best Life Moment.**”

Each week in May 2023, we selected one winner from all the nominations submitted.

BEST LIFE MOMENTS

Weekly, Zach visits the farm, living his best life. Zach previously enjoyed the farm and horses when he was younger. Kim worked to reconnect him with what he loves.

We received over **100** nominations, filled with inspiring stories and thought-provoking “**Best Life Moments!**”

An Ice Cream Gathering to Strengthen Our Community!

With more than **100** people joining in between our Fergus, Harriston and Guelph locations, it was great to reconnect with old (and new) friends while enjoying a refreshing treat!



The atmosphere was lively, filled with laughter and conversation as everyone shared stories and made new memories. It was a fantastic opportunity to strengthen our community bonds and celebrate the connections that bring us all together.

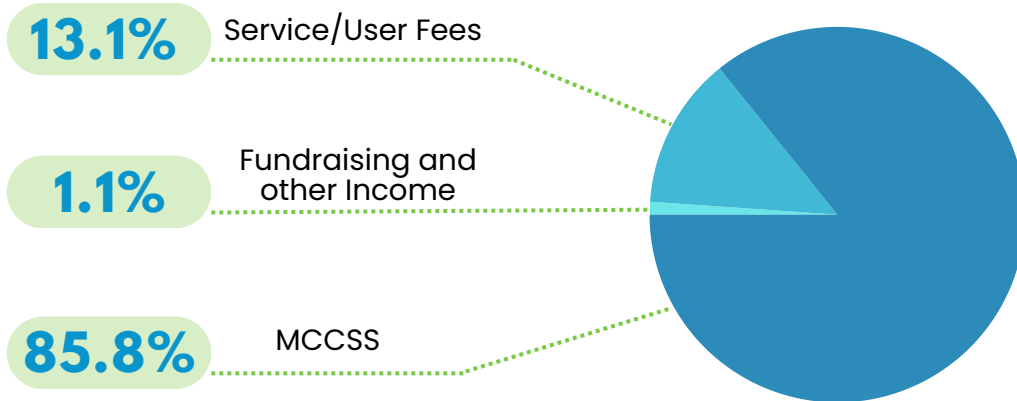


*“Alone we can do so little;
together we can do so much.”*
— Helen Keller

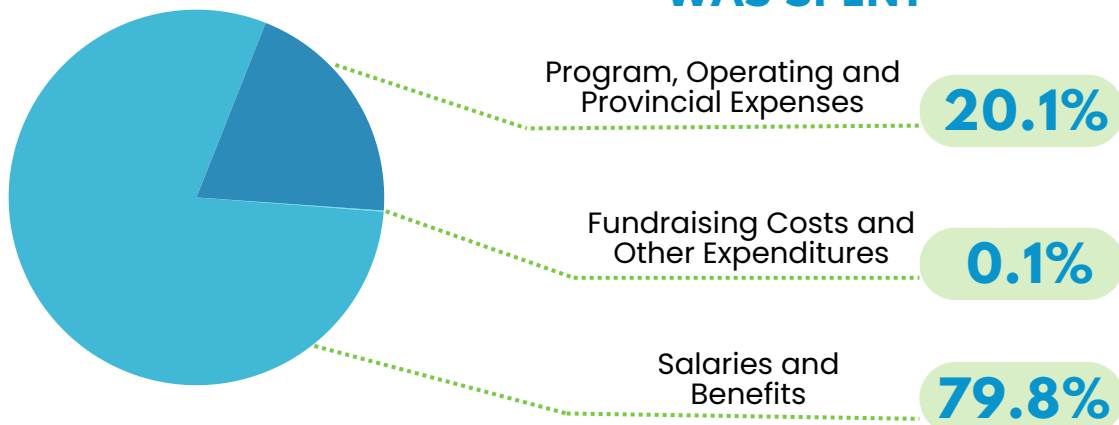


Revenue	2023-2024		2022-2023	
Provincial subsidy	26,914,768	85.8%	24,293,499	83.1%
Sales and user fees	4,121,742	13.1%	3,840,511	13.1%
Fundraising and other income	345,358	1.1%	98,622	0.3%
Total	31,381,868	100.0%	29,225,173	100.0%
Expenses	2023-2024		2022-2023	
Salaries and benefits	24,823,305	79.8%	23,536,717	79.7%
Program, operating and professional expenses	6,254,168	20.1%	5,580,550	18.9%
Fundraising costs and other expenditures	19,347	0.1%	408,444	1.4%
Total	31,096,820	100.0%	29,525,711	100.0%
Year-End Net (Deficit) Surplus	\$285,048		-\$300,538	

WHERE THE MONEY CAME FROM



WHERE THE MONEY WAS SPENT



Gratitude for Our Board: Guiding Us Toward Success!

We extend our gratitude to the Community Living Guelph Wellington Board of Directors for generously volunteering their time and expertise to guide our organization.

Each year, professionals, family members, and community advocates collaborate to ensure that CLGW remains true to its mission and continues to innovate for future sustainability.

Additionally, we have two board committees that delve deeper into our work, comprised of community representatives, board members, and staff. These committees focus on finances, risk management, and governance.

If you're interested in becoming a member of our CLGW Board of Directors or joining one of our board committees, please visit:

clgw.ca/board-of-directors.

2023- 2024 Board Directors

Janet Kaufman
Chair

Lynn Hammond
Vice-Chair

John Gerrard
Secretary Treasurer

Joe Evers
Director

Pauline Busby
Director

Peter Routliff
Director

Christopher Henry
Community Representative

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