



clh

DEVELOPMENTAL  
SUPPORT SERVICES

ANNUAL REPORT  
2021 - 2022





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## CEO'S MESSAGE

2021-2022 by all accounts seemed to mirror the previous fiscal year. Once again, the COVID-19 pandemic and the health and safety of CLH supported individuals and staff remained our primary focus. Our staff, despite the months and months of pandemic response, continued to deliver the highest quality care through ever changing COVID-19 guidelines, and times of uncertainty. With no apparent end in sight, we were able to continue to provide meaningful supports and services – all while keeping people safe.

The families of CLH supported individuals have had very limited access to their loved ones, but despite this, have been nothing short of amazing. They adapted to the constant changing guidelines, and remained as patient and supportive as always as they put the safety of loved ones first, even when it was unbearable. The support from families has been critical to ensuring the ongoing safety and well-being of everyone within our community.

The never-ending generosity from the North Simcoe community continues to be nothing short of inspirational. Thank you for your unwavering support in all forms – acts of kindness, words of encouragement, and vital donations.

In spite of the constraints associated with the pandemic, we made very good progress during the 2021-2022 fiscal year towards a number of our overarching strategic goals and objectives. However, and unexpectedly, some key objectives remained on the back burner, as the ongoing safety of the CLH community remained our primary focus. As I look back at the completion of our 2019-2022 Leading the Way strategic plan I am proud of the work we have accomplished, but am also aware that there is still much to be done.

To all of our amazing CLH staff, thank you for your ongoing dedication, passion, and sacrifices that you have continued to make these past years. You live our values of caring and compassion, safety, and respect – and continue to truly demonstrate what it means to Support, Include, and Empower.



A handwritten signature in black ink, appearing to read 'D. Johnson', with a small dot at the end.

Dean Johnson  
Chief Executive Officer  
CLH Developmental Support Services

# SUPPORT // IN

## PRESIDENT'S MESSAGE

As we begin a new fiscal year, we look back and have so much to be proud of. It is an incredible honor for me to continue to serve as President of the Board of Directors. During my time as President, I have been fortunate to work with and learn from our admired leaders. I have realized that I am most excited and engaged when we are empowered to do what is necessary and motivated to make a meaningful difference for our colleagues and supported individuals every day. Advocating for diversity, inclusion, and our unique CLH culture — striving for excellence — all requires the same daily dedication and encouragement to flourish. The Board is committed to this approach as we look forward to years of success.

I know that everyone continues to feel the stress and uncertainty of this health pandemic, and it is fair to suggest that this year proved to be as challenging as the previous. In addition to our immediate health concerns, we continue to see a much wider impact on all our lives as well as our economic recovery. Through it all, everyone at CLH DSS continued to drive forward while helping each other, our supported individuals, and communities every day. We are grateful for the work of all CLH staff, and the Board wishes to acknowledge and thank everyone involved for your dedication, resiliency, and empathy to lead through these unprecedented times. The ongoing commitment makes

all the difference, and I am reminded of the special responsibility that an organization like ours has at this time.

In moments like these our purpose and values matter greatly to the supported individuals, their families, and communities in which we serve. We have experienced great success this year, and there were signature programs and projects that continued to place CLH DSS as a valued role model in the sector. We completed our 3-year strategic plan and had many successes as well as opportunities to improve upon the foundation built at CLH DSS.

We are headed in a bright direction. With the right strategic plan, which is critical to shaping our future and powered by the best people in the industry, we are confident that CLH DSS will face the year ahead with optimism to ensure our success.

I would like to thank our Board of Directors, staff, families and stakeholders for their continued support and valued contributions to CLH DSS.

Thank you,

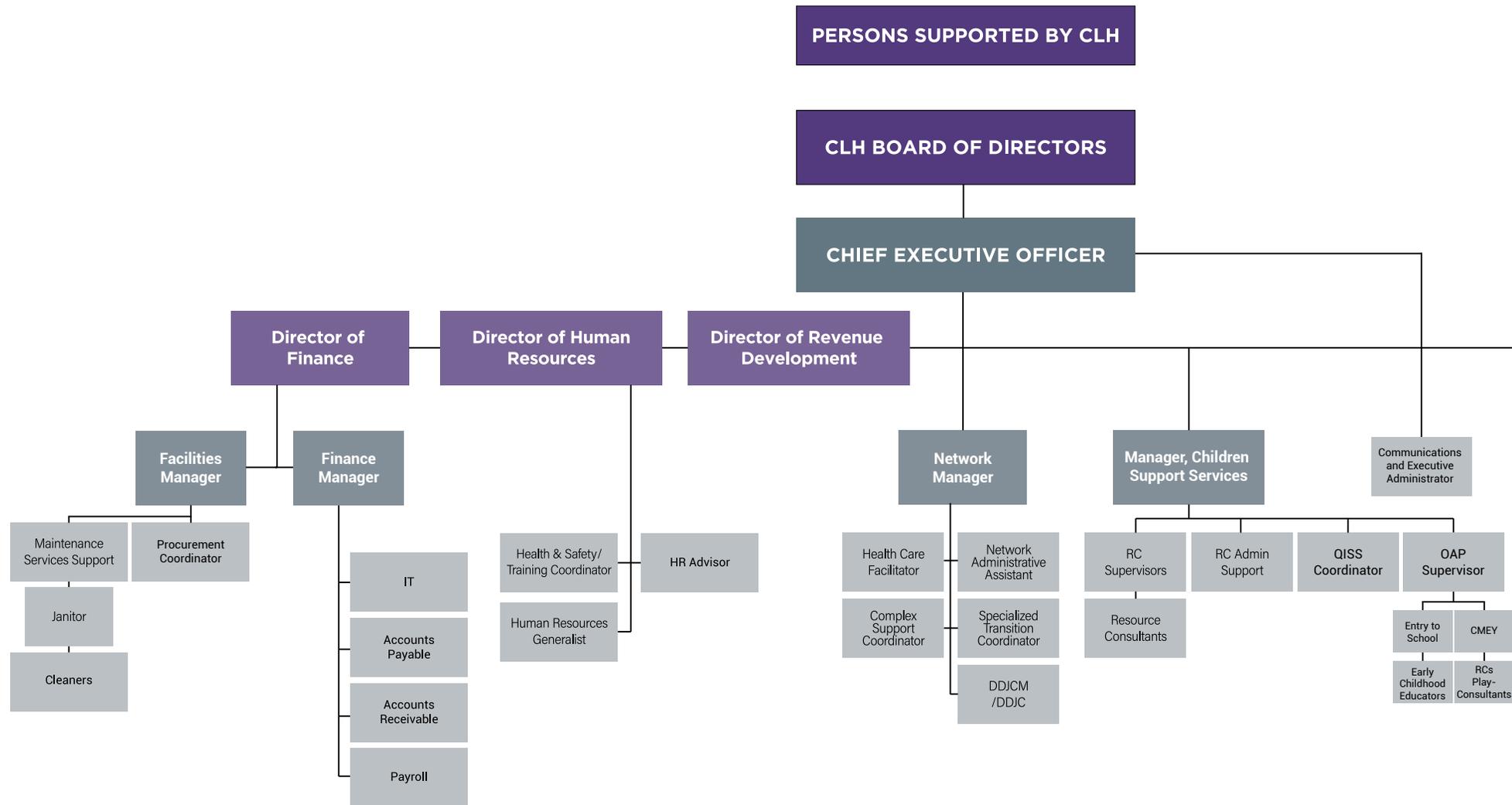


A handwritten signature in blue ink that reads "Doug Thorhaug".

Doug Thorhaug  
President of The Board  
CLH Developmental Support Services

# OUR ORGANIZATION

JUNE 2022

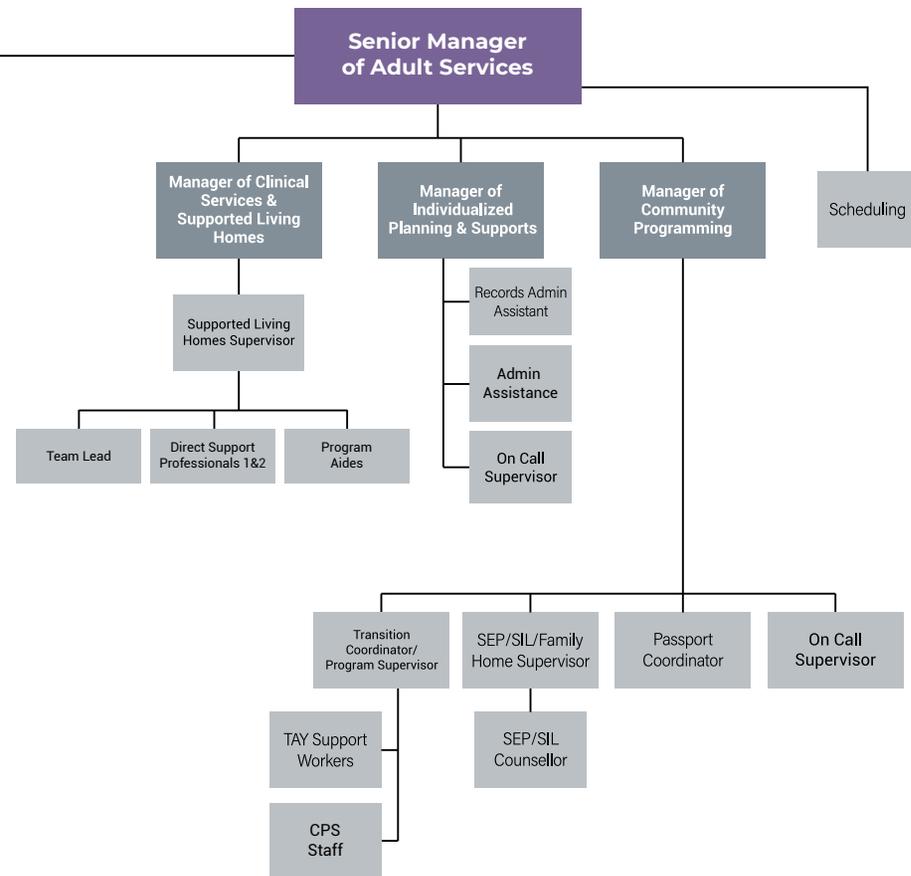


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Kevin Cascagnette



DEVELOPMENTAL  
SUPPORT SERVICES

# OUR *LEADING THE WAY* STRATEGIC PLAN 2019-2022 A SUMMARY

## MESSAGE FROM THE PRESIDENT & THE CEO

We are proud to present this summary of the CLH Developmental Support Services **2019-2022 Leading the Way Strategic Plan**. This report provides a performance summary of the key objectives, strategies, and outcomes accomplished by the organization in its implementation of this roadmap to success.

CLH Board of Directors, management, and staff embraced this 3-year plan, as demonstrated by many early successes, and we had laid the groundwork towards successful completion of key objectives. However, no one could have anticipated the COVID-19 pandemic, and many of the strategic initiatives were paused in March 2020 while the organization shifted its resources and focus towards protecting the health and safety of CLH employees and supported individuals.

Despite the constraints associated with the pandemic, we continued to make very good progress towards several of our overarching strategic goals and objectives. However, some key objectives remained on the back burner, as the ongoing safety of the CLH community remained our primary focus. As we look back at the completion of our **2019-2022 Leading the Way Strategic Plan**, we should all be proud of the work that was accomplished during the most difficult of conditions. We must also recognize there is still much to be done. As we transition from pandemic to endemic, we will resume the ongoing implementation of key objectives and begin to plan for the next 3 years.

We would like to thank our Board of Directors, our staff, our families, our partners, and our stakeholders who made valuable contributions in the creation of the **2019-2022 Leading the Way Strategic Plan**. A special thank you to all of our amazing CLH staff, families, and supported individuals for your ongoing dedication, passion, and sacrifices.

To review our **Leading the Way Strategic Plan Summary** [click here](#).



# SERVICE TARGETS

<b>Programs</b>	<b>March 31, 2022 Year End Cumulative</b>
Pineview	3
Beacon	2
Juneau	5
Supported Living Homes	84
Supported Independent Living	37
Supported Employment Program	33
Host Family Home	3
Transitional Aged Youth	41
Community Participation Supports	85
Children's Services	1676
<b>CNSC-CE Service Targets:</b>	
Complex Support Coordination	48
Health Care Facilitation	38
Dual Diagnosis Justice Coordination	81
Specialized Transition Coordination	28

# COMMUNITY PARTICIPATION SUPPORT SUCCESS STORY | MY DAY MY WAY

During the Pandemic we (CPS) faced some challenges and had to come up with new ideas to keep everyone connected. CLH, as well as other associations, landed on virtual calendars that offered activities that everyone could participate in. CLH DSS came together with other associations across Simcoe County: Empower Simcoe, CLASS, E3 and Camphill, and created a virtual activity calendar called “My Day My Way”. This virtual calendar allowed everyone supported within these associations to come together to enjoy activities. CLH DSS took on the task of creating, organizing and ensuring it was available to each location so that the people we support could participate in some extra opportunities. Through these virtual activities, individuals started to recognize faces and thus began to build friendships.

CLH DSS also opened up our Self Advocates Council (SAC) meetings to the other associations to come together as a larger group. Once a month CLH DSS hosts larger SAC meetings with the groups from CLASS and Empower Simcoe. During these meetings each association selects a topic, presents, and provides an educational opportunity about a specific topic. These meetings have provided another opportunity to come together, make new friends, expand our understanding of one another, and what self-advocating means. In our last meeting, it was put to a vote and the name of our combined group is “Simcoe County Power Council”.

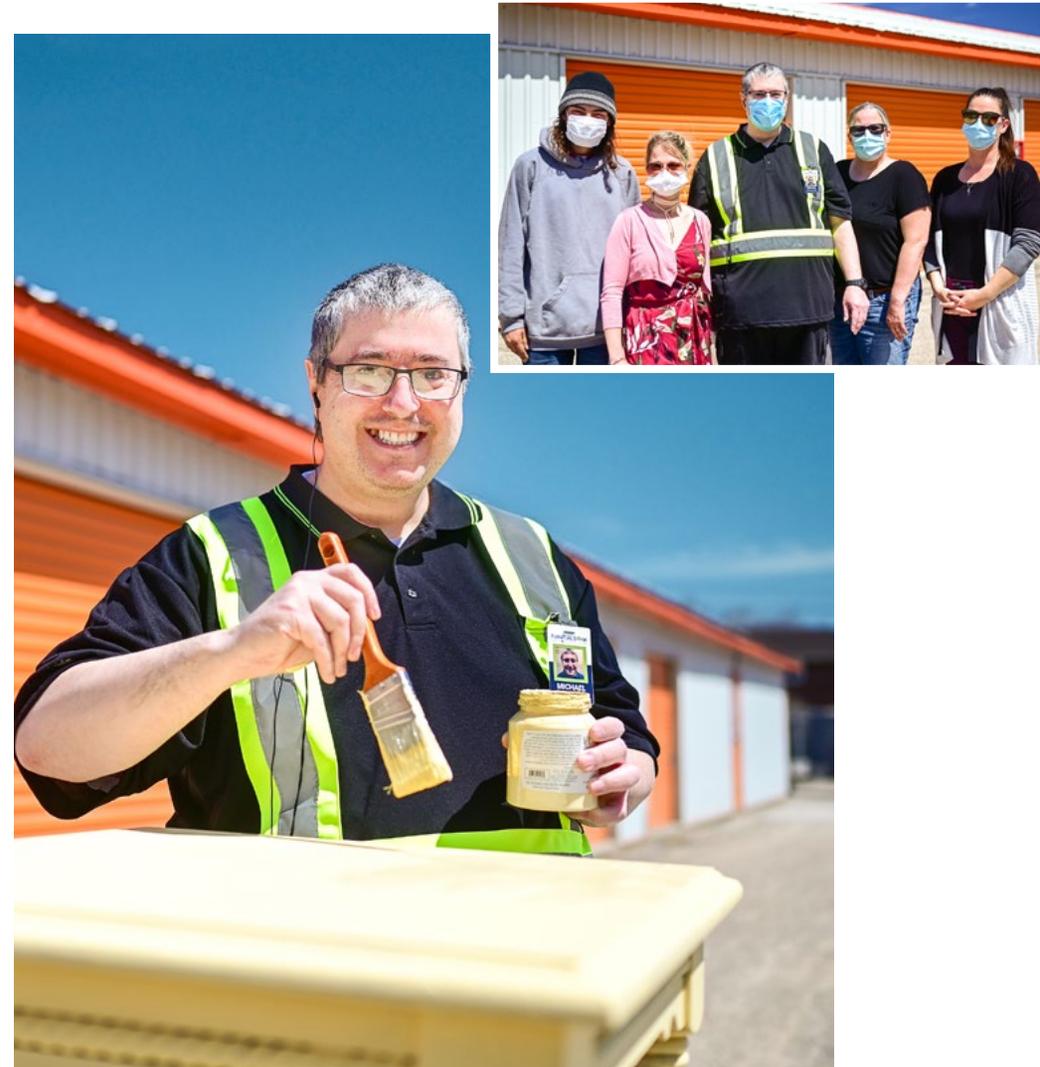
These programs have been extremely successful and everyone looks forward to seeing and conversing with their new friends. It is nice to see everyone with these new-found friendships, and we are looking forward to the day we can meet up in person!



# SUPPORTED EMPLOYMENT PROGRAM SUCCESS STORY | REDWOOD PARK COMMUNITIES FURNITURE BANK DROP-OFF

CLH's Supported Employment Program (SEP) partnered with Redwood Park Communities for a Furniture Bank "Drop Off" location right here in Midland, Ontario. Through this partnership, Redwood hosted interviews to find the perfect match; candidates from the SEP program applied and went through the full interview process. The two successful "Furniture Specialists" were selected, one of them being Michael! Michael prepared for his new job by purchasing new clothing, working hard at learning the job, with support from his SEP staff, and jumping right in!

Trish (SEP staff) said that Michael is always excited when a workday comes, and he's ready to leave the house as early as 8am. Michael is so proud to be a part of the Redwood Furniture Bank, it allows him to get out of the house, keeps him active, and helps him to continue to learn new skills. Michael has taken on new challenges while in the role, such as refurbishing furniture that needs a little "TLC", as well as sanding, gluing and painting various pieces to ensure they are as good as new and ready to be loved by the next family. Michael is seen at the Furniture Bank full of smiles, brightening the storage unit even on the gloomiest of days. What a perfect pairing for both Michael and the Redwood Furniture Bank!





## SUPPORTED LIVING HOMES SUCCESS STORY | A FOREVER HOME

Karen had resided at CLH's Treatment Home for over 5 years, working alongside her wonderful team at Pineview to set goals and focus on her successes. Together, Karen was able to work-hard and reach important milestones. She worked on strengthening her communication skills, developing healthy coping mechanisms, expanding her daily life skills, and building strong relationships with staff, friends, and her local community. Karen's wishes were to find her forever home in this community and continue to be supported by CLH.

This past year, that much-deserved day came. Karen moved into her very own apartment, in the community she has come to know and love, within CLH, and in a location with peers that she has many commonalities with. Karen has made strong relationships with her new staff and housemates, and she began gaining even more independence, like cooking for the whole house one day a week. Karen has enjoyed setting up her new room, trying new things, and even did an interview about the "big move", showing just how happy she is in her new home, but most importantly, with herself!

# CHILDREN SUPPORT SERVICES ONTARIO AUTISM PROGRAM SUCCESS STORY | THE PLAY PROJECT

Crystal and I were urged by our Resource Consultant to enroll in “The Play Project” due to Jack’s difficulty when playing with his peers and others. Before enrolling he would often play beside his peers but would not engage in the same activity. Jack would often get stuck in his own agenda, and would get upset at any input given by his friends if they attempted to play with him. He was often off in his own world when he would play, oblivious to the fact there were others playing around him.

Then we began the play project. Through working with Vincenzo we have been able to focus on core play skills such as sensory modality which has allowed Jack to guide the play and has given us an avenue to introduce modest changes during play. This has really helped us to create much larger play “circles” and has made for more imaginative storylines. By introducing a change through sound (mooring cow) or touch (driving a car on his leg) Jack is more willing to entertain the change and engage with his own farm animal or car. Another big success for Jack, and us, has been the concept of “taffy pulling”. We have been able to move away from a 3 to 4 step repetitive sequence and have enjoyed extended periods of play based on the same theme without being stuck in a constant loop.

Not only has Jack learned different ways to interact and play with others, but we as parents have learned how to engage and participate in his play at his level, making it more meaningful and fun for everyone. Steve has always been the parent who was great at playing with Jack, it just seemed to come naturally for him, whereas I often struggled, not quite knowing how to play with him. More often than not, we would get stuck in the same loop, and that was how we would play. After attending the play project, I not only gained the skills that I needed to successfully play with Jack, now being able to draw out several circles of play, but I also gained the confidence needed as a parent.

Jack’s success story doesn’t just include his play with us at home, but at daycare as well. Suddenly we started hearing reports about how Jack now leads the entire class in imaginary play. On days where he is away, we are told how the atmosphere in the class is different, and how much he is missed. I contribute a lot of this to the skills he learned with the play project.

Thank you for the opportunity to be involved in this program, it truly is invaluable.

Crystal and Steve





## Clinical Justice Program

The Community Networks of Specialized Care - Central East (CNSC-CE) Clinical Justice Program received a referral for an adult with a diagnosis of Fetal Alcohol Spectrum Disorder (FASD) who was facing charges for assault and assault with a weapon. Initially a referral was mobilized for the support of a Dual Diagnosis Justice Coordinator (DDJC) to help navigate the criminal justice system. Upon assessment, it was recognized by the DDJC that this client would benefit from the support of numerous pillars in the CNSC-CE Clinical Justice Program: the Justice Clinic, the Adapted - Dialectical Behaviour Therapy (A-DBT) Justice Group and the Justice App. This triggered a referral to the Behaviour Consultant/Justice Specialist as well as the A-DBT Justice Group to assist with resolving his court matters in a way that ensured meaningful access to the justice system. The Applied Behaviour Analysis (ABA) Justice Plan implemented by the Behaviour Consultant/Justice Specialist assisted the client to understand what a peace bond was and his specific conditions to ensure he was prepared for court. The A-DBT Justice Group further supported the client by teaching him skills and strategies to assist with regulating emotions, tolerating stress and coping with the long wait times in virtual court. At one court appearance the client was signed on to virtual court with his support staff and the DDJC supporting him remotely. The client was getting frustrated with the lengthy court proceedings and the DDJC had to step in and prompt his A-DBT strategies to ensure he remained in court. The client's matter was presented; he was able to answer all the questions regarding the peace bond posed by the judge, entered into a peace bond and his charges were withdrawn. This example highlights how the multiple pillars of the Clinical Justice Program can work in tandem to provide individualized comprehensive support to justice involved clients who have high support and complex care needs.



## Justice App

The Justice App created by the Community Networks of Specialized Care - Central East (CNSC-CE) in partnership with CLH Developmental Support Services and Mackenzie Health was launched provincially in November 2021 as a resource to help clients and support persons navigating the criminal justice system. Since its inception, there is qualitative and quantitative data that supports its usage, and it has shown success in both the developmental and legal sectors. For example, the Justice App was recently used as a resource to instruct the mother of a youth client on how to prepare her son for his fingerprinting appointment. This helped alleviate the tremendous amount of anxiety this young gentleman was experiencing. Ultimately, he was able to successfully complete his fingerprinting appointment. In another example, the Justice App was highlighted for its effectiveness as a resource to be used in any setting. For example, the Dual Diagnosis Justice Coordinator (DDJC) was able to remotely access the Justice App in an appointment with a client's lawyer to explain different sentencing outcomes that were not initially part of the meeting's agenda. The lawyer provided feedback after the appointment stating that the Justice App was paramount to the client's understanding of the information. These examples are just two of many that highlight the usability of the Justice App, making it an effective and comprehensive resource that is readily accessible by all.



# WHAT'S IN A NAME

## A Name and a History to Be Proud Of

How CLH Developmental Support Services came to be

We can hardly believe it has been three years since CLH Developmental Support Services and CLH Foundation undertook the strategic planning that would identify the core priorities of the organization.

The strategic plan *Leading the Way: 2019-2022* identified the need to revitalize the brand identity and imaging of both CLH and CLH Foundation. The decision was made to keep “CLH” in tribute to the indelible legacy of Community Living Huronia, but modernized to acknowledge the evolution of the organization, programming, and developmental services sector. From that forward thinking, CLH Developmental Support Services was born. While CLH may no longer stand for “Community Living Huronia”, CLH will continue to stand for the innovation and excellence for which it has always been known.

## DID YOU KNOW?

- Organized by Evelyn Banks, parents in our community began to advocate for educational opportunities for their children in the public-school system in 1960. In September of that year, the first eight local children attended segregated classes at Regent Public School. The “Huronia Association” grew out of this movement, which was known over time by several different names.
- In the Spring of 1966, the organization was incorporated as Huronia Society for the Mentally Retarded. In 1977, the Huronia Society for the Mentally Retarded changed its name to Huronia Association for the Mentally Retarded (H.A.M.R.).
- In 1981, a new name was adopted – the Central Administration for Community Living Huronia (CLH).
- In 2019, CLH Developmental Support Services legally changed its name.
- CLH is no longer used as an acronym, but is a name of its own. For a comparison, think of 3M (Fun fact: 3M was officially known as the Minnesota Mining and Manufacturing Company until 2002, when the name was legally changed to 3M).



‘Stigma’ changes name

### CLH dedicates itself to those who need help

An association in Midland is dedicated to helping people who are developmentally handicapped move out of institutions and into more residential settings in the community.

Community Living Huronia has designed several programs to help those with special needs work, live and function with the rest of society. Operating since 1960, where social skills can improve and a sense of worthiness can be developed.

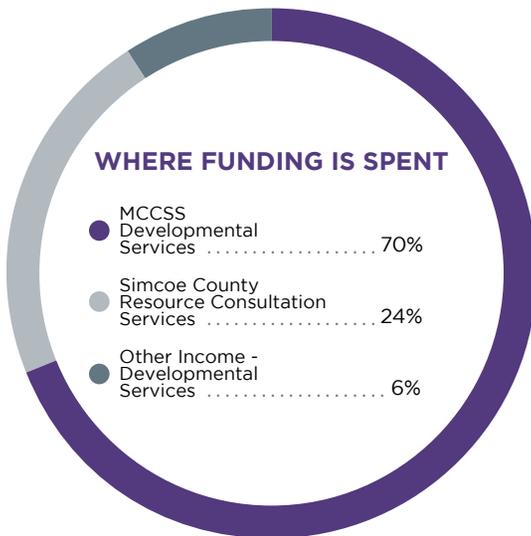
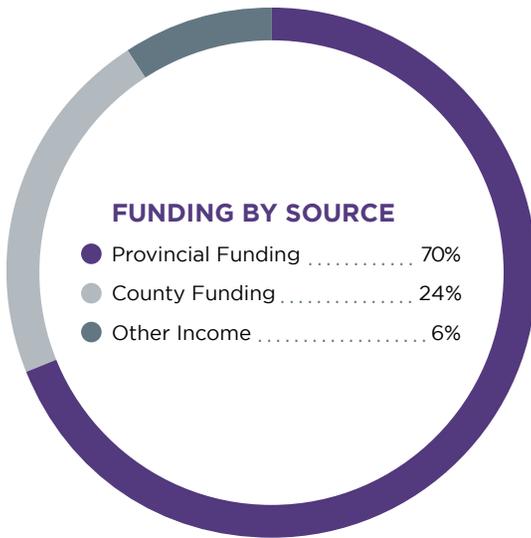
CLH has a supported employment program which places people with special needs at a job in the community, after he or she has successfully completed a training program. At least 10 percent of the staff who have been placed in community jobs have

Holy Cross Lutheran Mission church. This marked the first time children with special needs were given provincial approval to join day care, which differs from residences in that care is provided throughout the day.

CLH has placed children with developmental handicaps in two Midland nurseries.

to work and residential programs

# 2021-2022 FINANCIALS



## STATEMENT OF OPERATIONS (FOR YEAR END MARCH 31, 2022)

REVENUES	2022	2021
Provincial subsidy - Ministry of Children, Community and Social Services	\$15,463,612	\$15,182,179
County of Simcoe	\$5,271,355	\$4,732,017
Other Income	\$1,182,913	\$1,960,687
Catulpa	\$284,717	\$80,000
Amortization of deferred capital contributions	\$44,492	\$43,004
	<b>\$22,247,089</b>	<b>\$21,997,887</b>
<b>EXPENDITURES</b>		
Salaries, wages, benefits and training	\$17,166,561	\$17,003,214
Direct operating costs	\$4,510,222	\$4,701,590
Amortization of Capital assets	\$490,600	\$543,094
	<b>\$22,167,383</b>	<b>\$22,247,898</b>
<b>EXCESS OF REVENUES OVER EXPENSES (FOR THE YEAR)</b>	\$79,706	\$(250,011)
<b>NET ASSETS AT THE BEGINNING OF YEAR</b>	\$4,410,411	\$4,660,422
Contributed net assets	-	-
Housing Reserve additions	-	-
<b>NET ASSETS, END OF YEAR</b>	<b>\$4,490,117</b>	<b>\$4,410,411</b>

# SERVICE RECOGNITION

For staff who reached milestones from April 1, 2021 – March 31, 2022



Susan Calhoun

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Rebecca Siebert  
Shannon Trew  
Marnie McDermott  
Carla Pike  
Sue Walten

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Erin Beaudoin  
Carol Cadeau  
Shelley Quesnelle  
Dan Lesperance



Sandra Baker

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Paul Harvey  
Ashley Nichols  
Marion Peters  
Michelle Pethick  
Tracy Kennedy  
Leazel Friedrich  
Gayle Brown  
Laura Boulard  
Ellen Cockburn  
Tara Desroches  
Kaily Edwards

Devon Hutchings  
Scott Nielsen  
Sarah Taylor  
Jennifer Simms  
Sean Toole  
D'arcy Whetham  
Jessie De Jong  
Amica Edwards  
Calley Monague  
Kristen Schepers



Theresa Barry  
Radek Kucera  
Anne Noonan

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Laurie Rawlek  
Susan Neilon  
Sheila Quesnelle



Stephanie Liscum  
Linda Dunn  
Michele Verburgh

Sue Scott  
Sandra Holmes

# THANK YOU!

As sponsors, donors and supporters of CLH Foundation community engagement and fundraising initiatives, you are valued partners in our focus on the quality of life and provision of opportunities for CLH-supported individuals, including children, youth, adults and seniors.

Highlights of your impact over the past year include:

**Commitment to Care** underwrites the annual cost of covering unfunded medical and personal hygiene expenses for the 90 adults who live in CLH DSS, a \$110,000 commitment by CLHF and its generous donors.

**Bridging the Gap** benefits individuals in CLH's Supported Independent Living (SIL) program; their monthly government stipend of \$1162 has remained unchanged for decades, and with housing and cost of living expenses on an impossible rise, this CLHF initiative regularly provides practical meaningful support in the form of grocery cards, care hampers, and household essentials.

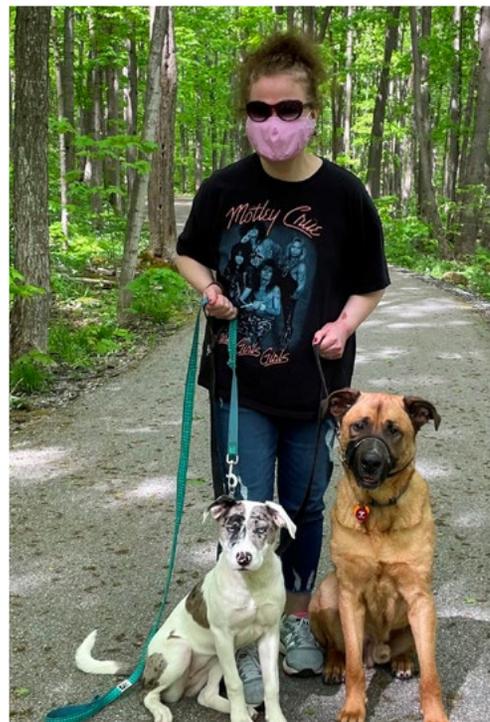
**Foundations for Success** helps individuals supported by CLH DSS to access critical items for health and well-being when no other funds are available. These include assistive devices, specialized medical or dental treatment, basic needs, and educational opportunities household essentials.

**The King Street Project** commitment by the Board of CLH Foundation will transform our 283 King St building into a purpose-built program space to support individuals who are served by three vital CLH DSS programs: Supported Independent Living (SIL), Supported Employment Program (SEP) and Transitional Aged Youth (TAY). The \$154,000 contribution by CLH Foundation to CLH Developmental Support Services for this project was made possible by generations of donors, including a bequest by philanthropist Robbert Hartog, and will fully cover the costs of the planned renovations



To learn more, join our lively and welcoming social community on Facebook and Instagram: you'll find us @CLHFoundation







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339 OLIVE ST, MIDLAND, ON L4R 2R4  
705.526.4253 • CLHMID@CLHMIDLAND.ON.CA



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