



clh

DEVELOPMENTAL  
SUPPORT SERVICES



2025-2026

# ANNUAL REPORT

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# EXECUTIVE DIRECTOR'S MESSAGE

Over the past year, CLH Developmental Support Services has continued to move forward with purpose, stability, and renewed momentum. Following a period of transition, this year has been about strengthening our foundation while positioning the organization for future growth.

I am proud to share that through careful planning and the dedication of our leadership team; we were able to end the year with a balanced budget. In a sector that continues to face significant financial pressures, this reflects the responsible stewardship, collaboration, and thoughtful decision-making that guide our organization every day.

We have also seen meaningful progress internally. Across the organization, we have focused on strengthening communication, rebuilding trust, and supporting our teams. As a result, we are seeing encouraging improvements in staff morale and engagement. Our staff are the heart of CLH DSS, and their commitment to the individuals and families we serve continues to inspire me daily.

Another highlight of the year has been the ongoing success of the CLH Foundation's fundraising efforts. The generosity of our donors and community partners is essential to enhancing the services and opportunities available to the people we support. Their belief in our mission helps us continue to innovate and respond to evolving needs, and for that, we are grateful.

As we look ahead, we are preparing to begin the work of developing our next strategic plan. This process will allow us to reflect on where we are today and thoughtfully chart the path forward. We will engage our board, staff, community partners, and the individuals and families we serve to help shape a vision that prioritizes growth, innovation, and long-term sustainability.

The future of CLH DSS is one that I approach with optimism. Together, we will continue to strengthen relationships, build trust, and explore new ways to support people with developmental disabilities to live full and meaningful lives in their communities.

To our Board of Directors, thank you for your continued leadership and guidance. To our staff, thank you for the compassion, professionalism, and dedication you bring to your work each day. And to the individuals and families we serve, along with our community partners and supporters, thank you for the trust you place in us.

It is an honour to lead this organization as we enter our next chapter, defined by collaboration, innovation, and opportunity.



Colleen Kelly-Berrichi

Executive Director

CLH Developmental Support Services



# PRESIDENT'S MESSAGE

As we reflect on the past year, there is a renewed sense of stability and optimism across our organization. After several years of uncertainty and difficult decisions, we are encouraged to report meaningful progress in strengthening our foundation and positioning the organization for the future.

One of the most important milestones this year was achieving a balanced budget without program or home closures. This accomplishment reflects the careful stewardship, thoughtful planning and shared accountability demonstrated throughout the organization. It was made possible through the dedication of staff, leadership, and supporters who remained focused on sustainability while continuing to prioritize high-quality, person-centred services.

Maintaining stability in our services and even expanding some has been critically important to the individuals and families who rely on us. It speaks to the resilience and adaptability of our entire organization. In a sector that continues to face growing demands and ongoing pressures, preserving services while strengthening our financial position is an achievement we can all take pride in. One of our most exciting expansions this past year was the launch of our commercial kitchen at Olive Street. Watch for great things to come!

We also marked the first full year of leadership under our Executive Director, Colleen Kelly-Berrichi in January. The Board is grateful for the steady and collaborative approach she has brought to the organization. Her commitment to transparency, relationship-building and continuous improvement has helped foster confidence across our community and supported a positive organizational culture during a period of transition and renewal.

Throughout the year, we continued to see the dedication and compassion of our staff and volunteers in action every day. Their commitment to supporting individuals with developmental disabilities and their families remains the heart of our organization. We extend sincere thanks as well to our community partners, donors and families whose encouragement and collaboration continue to strengthen our work.

I want to take a moment to acknowledge and thank two individuals who have committed significant time, energy and heart to CLH. For nine years Janet Weersink and Dwayne Frans served as Board Directors offering us guidance, leadership and support. The knowledge and energy they brought contributed to strengthening our governance and ensuring future success. Their Board terms came to an end last fall but their contributions did not. Many thanks to you both.

While challenges remain within the developmental services sector, we move forward with greater confidence and a clearer path ahead. Together, we are building on the lessons of recent years and continuing to create responsive, inclusive, and sustainable supports that help people live meaningful and connected lives.

On behalf of the Board of Directors, thank you for your trust and ongoing support of our mission.



Lisa Harrison  
President of The Board  
CLH Developmental Support Services



## Board of Directors

Lisa Harrison, President  
Sue Lyons, Vice President  
Kerrie Lalonde  
Joe Evans  
Helen Pugacheva-Juncal  
Angela MacPhaden  
Chris Harding  
Anette Lan Nossiter

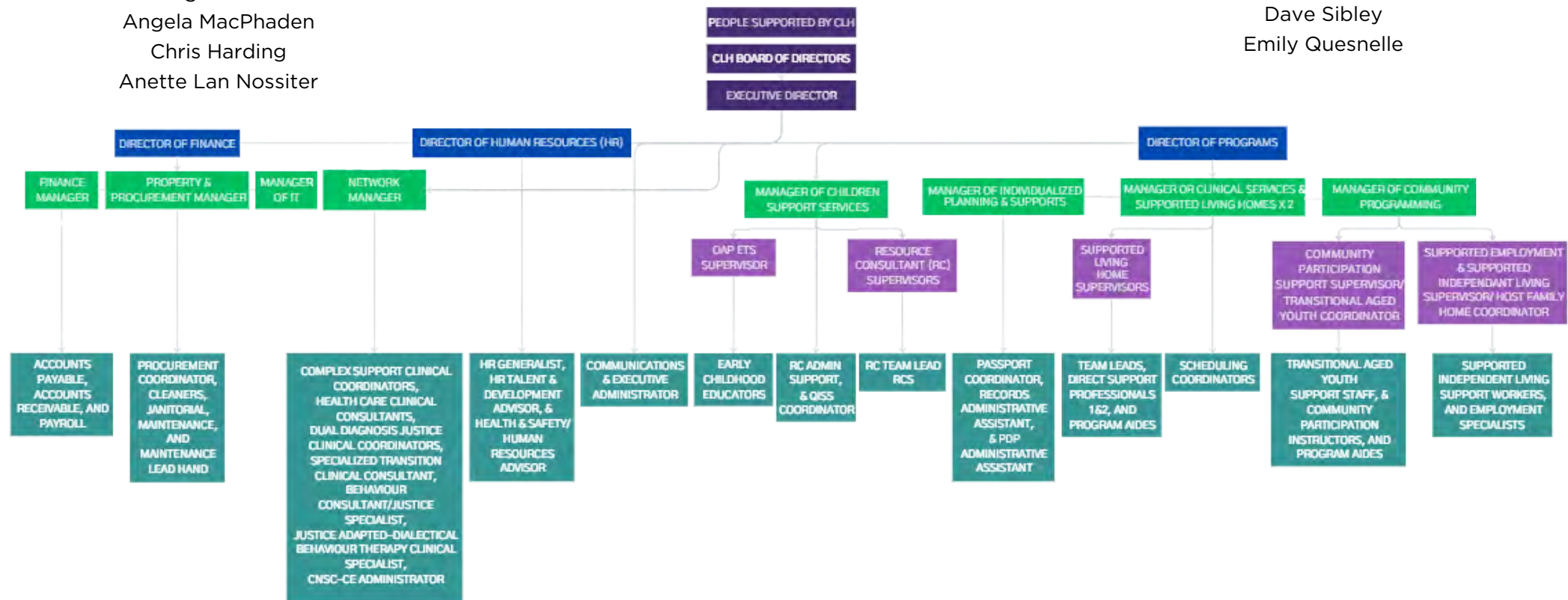


DEVELOPMENTAL  
SUPPORT SERVICES



## Board of Directors

Sarah Kitchen, President  
Kevin Cascagnette, Vice President  
Dorothy Blanks  
Lois Irvine  
Dave Sibley  
Emily Quesnelle







DEVELOPMENTAL  
SUPPORT SERVICES

# INDIVIDUALS SERVED

March 31, 2026

Year End  
Cumulative

## Programs

|                                  |      |
|----------------------------------|------|
| Specialized Accommodation        | 9    |
| Supported Living Homes           | 85   |
| Supported Independent Living     | 39   |
| Supported Employment Program     | 41   |
| Host Family Program              | 3    |
| Transitional Aged Youth          | 53   |
| Community Participation Supports | 139  |
| Children's Services              | 2076 |

## CNSC-CE Individuals Served:

|                                     |    |
|-------------------------------------|----|
| Complex Support Coordination        | 50 |
| Health Care Facilitation            | 86 |
| Dual Diagnosis Justice Coordination | 99 |
| Specialized Transition Coordination | 21 |

# MEN'S GROUP

## BUILDING FRIENDSHIPS, ONE TUESDAY AT A TIME

Every Tuesday, groups of men gather with one goal in mind, spending time together. While the destination may change from week to week, the friendships they have built are what makes the Men's Group so meaningful.

With different morning and afternoon activities available each week, everyone has the flexibility to choose when they'd like to join. One thing that doesn't change is that each outing offers an opportunity to reconnect with friends, meet new people, and enjoy the community together.

Some of the group's favourite adventures have become traditions. They love visiting the Midland Public Library to borrow a book, browse the used bookstore in the basement for the perfect find, or stopping at Tim Hortons for coffee and conversation. Through the year, they look forward to different adventures together; watching the salmon run in Thornbury, cheering on the Barrie Colts, Midland Flyers, and Barrie Baycats, or enjoying a friendly game of darts at the Legion. Some enjoy bringing a camera along as part of the experience, capturing everything from the beautiful scenery to candid moments shared with friends.

Over the years, the gentlemen from the Men's Group have become known throughout the community. Familiar faces at local businesses, sports venues, and community spaces stop to say hello, ask how everyone is doing, or chat about the latest hockey game. These simple conversations have created genuine connection and belonging beyond the walls of CLH Developmental Support Services.

What started as a weekly social group has become a place where friendships continue to grow. It's a place where laughter is shared over coffee, memories are captured during each outing, and everyone knows there is always a seat waiting for them next Tuesday.



# BUILDING A STRONGER EARLY INTERVENTION SYSTEM

## CHILDREN'S SERVICES

The Early Intervention Council (EIC) is a county-wide partnership that provides leadership and strategic direction for a coordinated early intervention system in Simcoe County. Guided by the belief that "Every door is the right door," the EIC brings together organizations from across health care, developmental services, Early Learning environments, child care, child protection services, and Indigenous communities to ensure children aged 0-6 who are at risk of or experiencing developmental delays have timely access to high-quality, coordinated supports.

CLH Developmental Support Services is proud to play a leadership role within the EIC, including chairing the Early Intervention Strategic Table. CLH DSS works alongside partners to help identify opportunities, address system challenges, and develop shared solutions that improve the experience of children and families across Simcoe County.

Over the past year, ten organizations have worked collectively to strengthen the early intervention system while balancing their own organizational mandates and priorities. Together, partners achieved significant milestones, including the development and implementation of a shared Request for Service referral form that is now used across agencies supporting children and families. The group also introduced a developmental checklist that partners have committed to using consistently across all sectors.

These shared tools are now being utilized by Early Learning and Child Care programs, EarlyON Child and Family Centres, developmental service agencies, child protection services, Indigenous community partners, health practitioners, and pediatricians. Thousands of professionals across Simcoe County are working from the same processes and resources, creating a more seamless and coordinated experience for families.

This work demonstrates the impact that can be achieved when community partners come together around a shared vision. Through its leadership and active participation in the EIC, CLH continues to help build a stronger, more connected system of support for children and families across Simcoe County.



# REBECCA'S STORY

## SUPPORTED EMPLOYMENT PROGRAM

CLH Developmental Support Services' Supported Employment Program (SEP) is about more than finding volunteer and employment opportunities; it's about helping people build confidence, develop meaningful skills, and become active, valued members of their communities. Rebecca is a wonderful example of what can happen when determination meets opportunity.

Over the past year, Rebecca has embraced every opportunity that has come her way through the program. Whether volunteering as an OSPCA Cat Ambassador, supporting charities by decorating Smile Cookies, selling socks during McHappy Day, or helping out with Arriba and Zumba classes at the YMCA, she brings enthusiasm, dedication, and a bright smile to everything she does.

Rebecca gives 100% effort and is always eager to learn something new. Each experience has helped her strengthen valuable workplace and life skills, while growing her confidence and independence. She continues to seek out new opportunities, challenge herself, and make meaningful contributions in the community.

Rebecca's journey is made possible through the support of our incredible community partners, who provide welcoming, inclusive spaces where individuals can learn, grow, and thrive. Together, we're creating opportunities that empower people to reach their goals and showcase their talents.

We are so proud of everything Rebecca has accomplished through the Supported Employment Program, and we can't wait to see what she achieves next. Keep up the amazing work, Rebecca!



# COMING HOME AGAIN

## HOST FAMILY PROVIDER

Being a Host Family Provider, especially for Margaret has been both an adventure and a blessing.

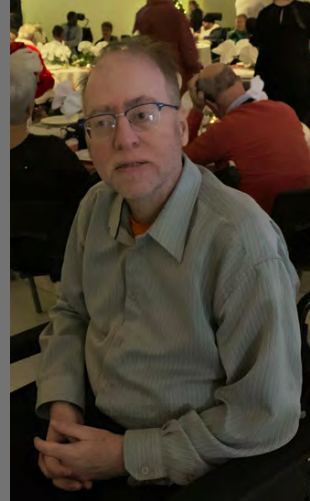
Leaving a career in the human services field of close to 40 years, left me with a feeling of loss and emptiness. My sense of self and purpose was suddenly disrupted, and I knew I needed to find something to help fill the void. Having Margaret move into our home through the Host Family Provider program was the answer I was looking for. It was a win-win for everyone involved.

Although she is very independent in many ways, Margaret requires occasional supports and looks for advice from time to time. She loves to share her personal highlights, as well as challenges, and needs an understanding ear when she struggles. Our entire family fills those needs for her. In return, she is very helpful around the house and with the dogs, she's a formidable Scrabble opponent, and she is very fun to be around. She knows all of my family and clients, and they all know her and always stop to say hi or chat when they meet.

She has told me that after leaving my mother's home, she felt an emptiness that comes from not seeing us every day. She said returning to our family home was "like coming home again". She is most definitely a part of our family in every way that truly matters.

~ Sharon and Margaret





# MARIE'S PASSION SUPPORTED INDEPENDENT LIVING

Marie has always dreamed of learning how to ride horses. Over the years, she has always enjoyed watching others ride. She was also particularly inspired by the television show *Heartland*, which sparked her desire to pursue riding lessons herself. Through the use of Passport funding, Marie was able to turn this long-standing goal into a reality. With the support of Marie's Supported Independent Living (SIL) staff, Amanda, they researched various stables to find the best fit for Marie's riding experience.

Marie began horseback riding lessons in April 2026 and now attends weekly sessions at Pinecrest Stables. As part of her lessons, she has learned how to properly groom horses by brushing them and cleaning their hooves. She has also become familiar with the apparel and equipment required for safe horseback riding and handling. Throughout her time at the stable, Marie has had the opportunity to ride several different horses and is currently riding Skye, a horse she particularly enjoys. Skye is an older horse, mostly white in colour with black markings around her eyes and ears. She has a calm, gentle temperament and is very comfortable around people, which also makes her one of Marie's favorites. Horseback riding has provided Marie with valuable personal time and an opportunity to focus on herself. As the mother of her two-year-old son, Dekland, she greatly values her role as a parent and cherishes time with him. At the same time, these weekly lessons give her a chance to recharge, relax, and feel rejuvenated while pursuing an activity she truly enjoys and is passionate about.

Passport funding has made this meaningful opportunity possible by covering the costs associated with transportation, riding lessons, and the necessary equipment, enabling Marie to develop a hobby that supports both her personal well-being and continued growth.



# JOHN AND WENDY A LOVE STORY



No one really knows exactly when Wendy and John started dating. Ask around and you'll probably hear a different answer from everyone. Some will say the late '80s. Others are convinced it was even earlier. One thing everyone agrees on is that Wendy and John have always just belonged together.

For more than 35 years, they've been a team. They could be found side by side at sporting events (especially cheering on the Toronto Maple Leafs and the Blue Jays!), family get-togethers, community events, and sharing all the little everyday moments that quietly built a lifetime together. Their relationship has been built on friendship, loyalty, laughter, and simply enjoying life together.

Sports have always been a big part of their lives together. Whether they were bowling, playing baseball or floor hockey, watching a Leafs game, or debating a referee's call, they have been happiest sharing the experience together.

Of course, anyone who knows them also knows how much they love to laugh. Their relationship is full of inside jokes, playful teasing, and the kind of comfort that only comes from knowing someone so well. Through good times and difficult ones, they've always found a way to make each other smile.

Over the years they've celebrated milestones, supported family and friends, and created countless memories together. Their commitment to one another never really needed a wedding to prove it, but in 2019, with their friends and family, they had a beautiful wedding ceremony. It felt less like the beginning of a new chapter and more like celebrating a story that had already stood the test of time.

This year brought another exciting milestone. John had the opportunity to move into the same supported living home as Wendy, and he couldn't have been happier. These days, you'll often find them watching hockey, baseball, wrestling, or a good movie at home together. John still enjoys surprising Wendy when he's out; sometimes returning with a hot chocolate, and every now and then, with flowers just because. And after all these years, one of their favourite things to do still is going out for a dinner date-night together.

Their story reminds us that lasting love isn't measured by remembering the exact day it began. It's measured in the thousands of ordinary moments shared over a lifetime.



# CLINICAL JUSTICE PROGRAM

This year, the Community Networks of Specialized Care – Central East’s (CNSC-CE’s) Clinical Justice Program (CJP), strengthened system-wide capacity through the launch of a provincial Justice Education Series. This targeted, two-stream teaching initiative was specifically designed to support community, health, and justice partners in their work with persons with intellectual and developmental disabilities (IDD) who may be exceptionally vulnerable and find themselves involved in the justice system.

This series was developed in response to a well-documented and observed gap in knowledge and skill set of staff across sectors. Often, health and community partners may be less familiar with justice processes, risk factors, and how to best support a person with IDD. Similarly, many justice professionals have limited training opportunities in recognizing and responding to someone with an IDD, even though this population is statistically over-represented in the justice system. The result can be fragmented support, missed opportunities for coordinated care, and an increase in vulnerability.

To address this, the CJP introduced two complementary education streams this year:

- **The Justice Education Series** - for professionals working in the justice system who support individuals with developmental disabilities and dual diagnoses
- **The Health and Forensics Series** - for health and forensic service system professionals who support individuals with developmental disabilities and dual diagnoses

Both series are formatted as easily accessible, free, pre-recorded, webinar-style education, with 6 (six) highly informative modules populating each stream. To date, over 1000 persons across Ontario have accessed this resource and we will be embarking on in-person training for our cross-sectoral partners over the coming year. The development of a Community of Practice (CoP) will be enhanced by the accompaniment of a comprehensive manual and toolkit which will ensure seamless service delivery. This tangible resource, which will be available to all participants, will offer evidence and skills-based strategies to encourage meaningful engagement between justice professionals and persons with IDD.

To access these justice educational resources, please scan and share the QR codes below!

## Justice Education Series



## Health and Forensics Series

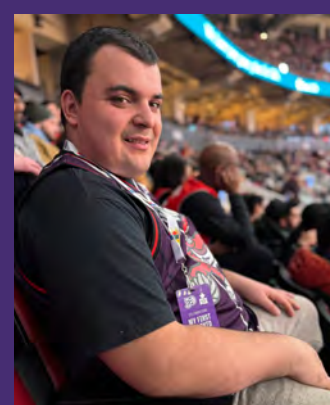
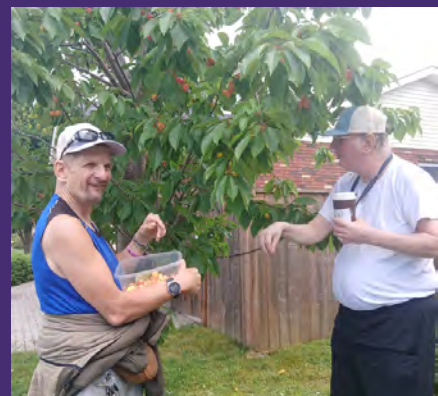


The Community Networks of Specialized Care – Central East (CNSC-CE) Health Care Clinical Consultant received a referral for an individual with an intellectual and developmental disability and extensive medical complexities who was hospitalized in Simcoe County. Working collaboratively with the regional Crisis Response Network Coordinator, the Health Care Clinical Consultant identified gaps in the individual's care plan, connected them to developmental supports, and supported development of a person-centered care plan in partnership with the hospital.

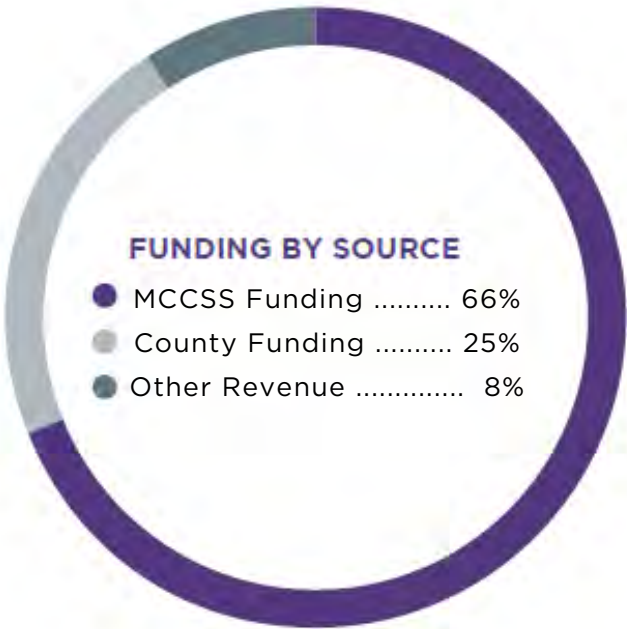
As the individual was identified as Alternate Level of Care (ALC), meaning there was no further medical need for hospitalization, discharge planning became a priority. Early in admission it was determined the individual could not return to their previous community living arrangement, as their support provider was no longer able to meet their care needs. Discharge to shelter was being considered, which would have placed the individual at significant risk due to their vulnerability and complex support needs. It was also identified that the individual's DSO application did not accurately reflect their medical, mental health, and developmental support requirements.

The Health Care Clinical Consultant collaborated with the Specialized Transition Clinical Consultant and cross-sector partners to develop an individualized profile and identify an appropriate planning partner. Through strong advocacy and regional partnerships, an agency outside of Simcoe County agreed to support the individual and provide a more suitable environment focused on healing and long-term stability. Together, the team developed a comprehensive transition and discharge plan to support a successful move.

The individual successfully transitioned into a supported independent living arrangement in Durham Region with healthcare supports in place to address complex medical and mental health needs. Ongoing collaboration included connecting the individual to Ontario Health at Home, community-based supports, an Adult Protective Services Worker, the Bridges Program for individualized respite, a new primary care physician, a local pain clinic, and the Brain Injury Association of Durham to support community engagement. Continued partnerships with community agencies and healthcare providers have supported long-term stability, safety, and quality of life through a coordinated, person-centered network of care.



# 2025 - 2026 FINANCIAL INFORMATION



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

| REVENUES                                                    | 2026                | 2025                |
|-------------------------------------------------------------|---------------------|---------------------|
| Grant- Ministry of Children, Community, and Social Services | \$17,659,813        | \$17,687,052        |
| Grant- County of Simcoe                                     | \$6,773,969         | \$6,457,709         |
| Rental Income                                               | \$1,543,595         | \$1,499,142         |
| Contributions from other organizations                      | \$222,473           | \$512,781           |
| Amortization of deferred capital contributions              | \$230,225           | \$183,457           |
| Program and Management Fees                                 | \$144,252           | \$162,430           |
| Other revenue                                               | \$52,283            | \$87,479            |
|                                                             | <b>\$26,626,610</b> | <b>\$26,590,050</b> |
| EXPENDITURES                                                |                     |                     |
| Salaries, benefits, & training                              | \$20,357,267        | \$20,604,423        |
| Other operating costs                                       | \$6,562,816         | \$6,276,694         |
| Amortization of capital assets                              | \$483,718           | \$500,001           |
|                                                             | <b>\$27,403,801</b> | <b>\$27,381,118</b> |
| DEFICIENCY OF REVENUES OVER EXPENSES BEFORE THE FOLLOWING:  |                     |                     |
|                                                             | (\$777,191)         | (\$791,068)         |
| Other Income                                                | \$789,616           | \$765,105           |
| EXCESS (DEFICIENCY) OF REVENUES OVER EXPENSES               | <b>\$12,425</b>     | <b>\$(25,963)</b>   |
| Net assets, beginning of year                               | \$3,427,220         | \$3,453,183         |
| NET ASSETS, END OF YEAR                                     | <b>\$3,439,645</b>  | <b>\$3,427,220</b>  |

# SERVICE RECOGNITION

For staff who reached milestones from  
April 1, 2025 - March 31, 2026

**40**

Mary Irvine

**35**

Shawn Blake  
Victoria McGuire

**30**

Jennifer Thompson

**25**

Wanda Patenaude  
Cheryl Huber

**20**

Dawn Gervais      Morgan Schmid  
Lori Sharp          Andrew Preston  
Greg Lewis          Lucille McGinnis  
Nancy Ramsbottom  
Inka Rossow-Imbeault

**15**

Joanne Boulard  
Trisha Walker  
Vanessa Dorion  
Lisa Heels  
Kelly Smith

**10**

Cindie Evans          Stephanie Walters  
Stefanie Archer      Chantelle Bechard  
Allison Kelly          Chad Weir  
Justin LePage          Kevin Trewin  
Natalie Scott          Karl Martell  
Cortney Lottermoser

**5**

Marie Drews                      Amy Robinson  
Shae-Lynn Millar              Carly Whiteside  
Laura Payne                      Eryne Fuller  
Michelle Terrett                Nicole Wood  
Sharon Burke                    Jennifer Pyke  
Bryan Puddicombe

# OTF Grant is the Perfect Ingredient for CLH Commercial Teaching Kitchen!

With the support of the Ontario Trillium Foundation (OTF), CLH Developmental Support Services (CLH DSS) has built a fully accessible, commercial teaching kitchen at its 339 Olive St program hub to provide training, job readiness and community connection for CLH-supported individuals. At the ribbon-cutting ceremony and celebration in May 2025, MPP Jill Dunlop formally congratulated the group on its accomplishments, made possible by a \$149,000 Capital grant that it received from OTF in 2023.

"Congratulations to CLH Developmental Support Services on this remarkable achievement and the substantial funding received through the Ontario Trillium Foundation," said the Hon. Jill Dunlop, MPP for Simcoe North. "This new inclusive, barrier-free teaching kitchen and café enterprise will provide meaningful training and job readiness opportunities, while fostering stronger community connection and inclusion. It's a shining example of how provincial support can help build a more accessible and empowered future for everyone in Simcoe North."

Built to full accessibility standards and equipped with commercial-grade appliances that meet public health and food service requirements, **The Kitchen at Olive** addresses a broad community need for an accessible teaching kitchen, job readiness training, and food service/hospitality training, especially for members of CLH's Supported Employment Program. It will also underpin a planned café enterprise serving the CLH community of supported individuals, staff, volunteers and supporters. Revenues generated by the café and through rentals will be put back into operating and programming the Kitchen.

In addition to assisting CLH DSS to secure the grant, CLH Foundation has pledged \$50,000 to fully equip the kitchen with commercial-grade cooking and kitchen equipment.



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# CLH FOUNDATION

## ENSURING THE MEANS TO THRIVE

CLH has been an integral part of North Simcoe for 65 years, founded by volunteers – those who believed individuals with developmental disabilities deserved opportunities to fully participate in the daily life of the community. This belief inspires and fuels the work of CLH Foundation.

We're committed to ensuring that every person served by CLH Developmental Support Services has the means to thrive. Our focus is on enhancing quality of life, access to essential needs, and initiatives which promote connection, community, and engagement. CLH Foundation fills gaps where government funding falls short.

As donors, sponsors, and supporters of CLH Foundation, you are valued community partners in ensuring this vital work continues, with practical, meaningful and impactful support for CLH-supported individuals, including children, youth, adults and seniors.

Highlights include:

**Healthy SELF** is an initiative developed by CLH DSS with significant funding support from CLH Foundation. It provides members of the TAY Teen program as well as members of CPS (Community Participation Supports) with knowledge, tools and confidence to understand and navigate their personal well-being in relationships, online, and in the community.

**Commitment to Care** underwrites the annual cost of unfunded medical and personal health expenses for the 93 adults who live in CLH Supported Living Homes. Covering these expenses has been the time-honoured practice at CLH, a level of care which is unique. Many other organizations expect individuals or their families to pay these costs. Most simply cannot afford to. CLH Foundation's Commitment to Care ensures every individual has every opportunity to participate in their community, pursue their interests, and maximize their well-being and capacity to thrive.

**Bridging the Gap** benefits individuals in CLH's Supported Independent Living (SIL) program, who live in the community on a fixed monthly income that does not stretch to meet the ever-rising cost of housing and groceries. With tremendous community support, this CLHF initiative funds innovative programs such as chef-led Kitchen Connections workshops and Fresh Food boxes, the annual Great Pantry Re-stock, and the maintenance of an emergency pantry of household essentials, all centred at the King Street Hub.

**Foundation 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, essential needs, and educational opportunities

**Community Participation** ensures that CLH Foundation can support new community-based program opportunities as they emerge and underwrite special all-CLH occasions such as Christmas Dinner and Dance, CLH Hockey Classic, Fun Day, and Spring Fling.







DEVELOPMENTAL  
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