



RESOLVE

RESILIENCE

REFOCUS

2020/2021

ANNUAL REPORT

Community Living
MISSISSAUGA

Mission

Providing support to people who have an intellectual disability to ensure their quality of life in the community is meaningfully improved.

Vision

All people will live in a state of dignity and respect, share in all elements of living in a community which is welcoming, accepting and inclusive of everyone. All people will have the freedom to make choices and decisions that enable them to achieve self-determination.

Philosophy

We believe that people who have an intellectual disability have the right to live in the community and to participate actively in community life. Each person, regardless of the degree of disability, should enjoy the full rights of “citizenship” and the full experience of membership in the community. To be a “citizen” is to enjoy the same legal and human rights, the same access to community resources and services, and the same opportunity to contribute to the community as everyone else. To be a “member” is to be an integral part of the social fabric of the community, participating alongside and developing relationships with other members of the community.

We believe that each person should be supported in efforts to exercise choice, to attain personal goals, to make friends, to learn, to work and to play. Each person is unique and deserves support which recognizes and encourages that uniqueness, and which enables that individual to be a valued member of the community.

We believe that the whole community is enriched when people who have a disability have opportunities to participate alongside their non-disabled neighbours.

Community Living MISSISSAUGA

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Message from the President and Executive Director

To say that COVID-19 has had a huge effect on Community Living Mississauga is an understatement. The whole time frame from our last Annual General Meeting in September has been filled with planning and responding to almost daily changes, adapting our processes, training and being absolutely transparent in all of our communications.

Throughout all of this we want to thank our Senior Management Team for all of their work and demonstrated leadership to ensure that everyone has been kept as safe as possible and that our supports and services have kept going and changing where necessary. A big thank you to all of our employees for never shying away from their responsibilities no matter how overwhelming situations sometimes were. Also, thank you and acknowledgement to the many people we support who have lost so much with the on-again/off-again temporary closures of programs and the switching from in person supports to virtual. Of course, thank you to families for their patience and understanding for the restrictions regarding visits with their loved ones. And finally, thanks to our donors and community partners for their ongoing support of Community Living during this unprecedented time.

Since COVID-19 has been such a significant event for Community Living Mississauga we want to share a brief summary of some of the effects it has had on our programs, the people who receive support and their families.

24-Hour Residential Support

The largest impact is the various lockdowns and stay at home orders. Like all citizens at various times, people have lost the freedom to leave their home and participate in their community. People and families have been restricted at many times from visiting in person but everyone has responded well to the opportunities to participate in virtual calls. During this time support workers have used creativity and every opportunity to ensure that people got out of their home as much as possible. Also, the use of technology has been amazing and has opened up so many new possibilities for people.

Supported Independent Living

For the most part, people have enjoyed more freedoms but as with all citizens, they have had to endure periods of social isolation. Our support staff have ensured that extra support has been available and this has been another area where technology has played a significant role in connecting to others and to activities.

Employment Supports

While the number of people participating in paid employment opportunities declined in the fall, they are beginning to once again expand as more businesses reopen. Also, with the increasing number of people receiving vaccines, people are once again starting to feel safe to return to work.

Early Childhood Education Resource Services

During the fall and early winter, supporting children in the centres was halted and support was provided mostly virtually. This is starting to open up and our funder, The Region of Peel, is planning a restructuring of how supports will be delivered into the future and we are actually expecting to see an expansion to this program.

Day Supports - Base Site Locations

For most of the year our base sites have remained closed. There was a brief period where they reopened but it was only for a small number of people. In the meantime, support workers have been providing a number of virtual activities which have been very well received. Even when the base sites are able to fully reopen we believe that these virtual opportunities may be able to continue as another option.

Leisure and March Break Programs

Similar to our summer programs, employees have been able to provide alternatives to in person programs. A lot of creativity has gone into making virtual programs exciting including providing pre-assembled kits to make sure participants can enjoy making the various crafts and recipes together on line.

Service Coordination and Peel Crisis Capacity Network

While both of these services offer resources, families who are dealing with crisis situations have exponentially increased during the pandemic. We continue to see families in crisis due to lack of opportunities for residential and day supports in addition to the inability to hire contract workers and for their respite needs with existing Special Services at Home and Passport funding. This year in particular for many families, the social isolation challenges, the financial pressures of not being able to work and the constant threat of contracting the virus have greatly exacerbated mental health issues and have led to even more crisis situations.

While we are hopeful that we are close to having dealt with the pandemic, we are very aware of the work ahead to fully restore programs, supports and support people and their families to rebuild and get back to everyone participating in our community again.

While the pandemic has presented numerous barriers, we have continued to move forward in many areas across the organization.

Advocacy and Awareness

- Over the past year we have advocated on a variety of matters with all levels of government.
- Last year we had success in advocating at the Provincial level in that everyone had access to at least \$5,000 in Passport funding. Unfortunately, there are again waiting lists for this minimum funding and we continue to advocate to the Ministry recognizing that this is not enough to meet the financial needs of many people in need of support.
- Participated in Ministry conversations of reforms needed to the Developmental Services Sector.
- Continued attendance at events at the Mississauga Board of Trade that connects us with business leaders and politicians at all levels to create awareness of issues and strengthen partnerships.
- Creating awareness at the provincial level regarding the increasing numbers of people and their families who are going into crisis situations.
- Once the pandemic restrictions change we will again start visiting with our local politicians in person to update them on the many issues that people who have an intellectual disability continue to experience.

Risk Assessment

- Every year the Ministry of Children, Community and Social Services reviews Community Living Mississauga in two areas.
- Through this years “Risk Assessment” we have again been rated as very low risk which shows that we have many comprehensive processes and oversights in place.
- In August we completed our annual Legislative Compliance review and scored 98.6%.

Resource Development

- Selected by Tim Horton’s once again as the recipient charity of their annual Smile Cookie Campaign. This year’s campaign raised \$113,426 and a 6-year total of over \$560,000.
- Unfortunately we had to cancel our Golf Tournament last year but we have high hopes of once again hitting the links in August 2021.
- Out Tribute Dinner has suffered multiple cancellations over the past 15 months but this has not dampened the Committee’s enthusiasm of a possible late fall return.
- For our Direct Mail campaign we chose to fund a project to begin a Lending Library of computer devices so that that people we support could be better connected through the use of technology. It was extremely successful and surpassed the target! The first devices will be ready for loan in early June.

Thank you for your support and commitment to Community Living Mississauga during this exceptional situation being experienced all over the world!

Resilience and Strength Together!



A stylized, handwritten signature in black ink that reads "D. Martel".

Dorothy Martel
President



A handwritten signature in black ink that reads "Keith Tansley".

Keith Tansley
Executive Director



Strategic Plan

People We Support

Continue to promote inclusion

Develop strategies to effectively empower families to seek inclusive opportunities in planning for their sons/daughter's future

- Engage with families, providing support and facilitation to bring their individual plans to fruition resulting in independent living arrangements

Create additional opportunities with families that serve to strengthen the relationship with the organization resulting in enhanced connectedness and engagement.

- Explore what other organizations do to reach out to families to enhance engagement
- Explore resources that can be offered to families that are technologically based
- Host educational sessions (speakers) that are specific to inclusion and the values inherent in Social Role Valorization

Continue to enhance the quality of supports and services

Evaluate and update our systems and processes with a goal of quality improvement

- Continue to explore areas where efficiencies can be created across the organization
- Continue to explore the IT needs of the organization for future planning

Commitment to our expansion plan in order to address identified needs based on funding and necessary resources

- Identify organizational priorities based on evidence that are the greatest pressures for the people we support and their families
- Review the current organizational infrastructure to accommodate expansion and a different way of doing business in this framework including limits to organizational growth capacity
- At an organizational level, advocate on behalf of the people we support and their families to have the necessary resources as required

Develop strategies using technological supports that promote independence for the people we support

Review the current model of support based on the needs of people new to Community Living Mississauga who receive 24-hour residential supports who have complex support needs.

Employee/Workforce

The organization values its employees

Continuing to explore ways in which we can demonstrate how we value our employees

- By using iConnect, create opportunities to highlight and profile different aspects of the organization (teams/ employees)
- Develop strategies to encourage teams within the organization to acknowledge the good work of each other
- Review and update the current Rewards and Recognition program to include Peer recognition award(s)

The organization is committed to enhancing the competency of every employee

Employee Development

- Explore opportunities for all employees in the area of skill development with input and feedback from Managers and Supervisors
- Review all current organizational training opportunities with a view of offering refresher sessions based on recommended need
- Create a library of online material that can be accessed through video links and online documents available through iConnect for all employees

Promote a workforce that is driven by a common set of goals and norms based on our mission and vision

Explore strategies to promote the valued based culture of Community Living Mississauga

- The organization will create plans to enhance the communication across all departments e.g. etiquette/ managing/responding to emails
- Develop plans to promote the values of the organization in a variety of ways throughout the organization



Treasurer's Report

On behalf of Community Living Mississauga the Finance Committee executes its fiduciary responsibilities by reviewing monthly financial statements, financial projections, the recommendation of annual budgets and ensuring that the Board of Directors are updated with quarterly financial reports. We regularly review the accounting processes and controls that are in place and are confident that the overall accountability structures are strong and appropriate to the Associations volume of transactions and total expenditure levels.

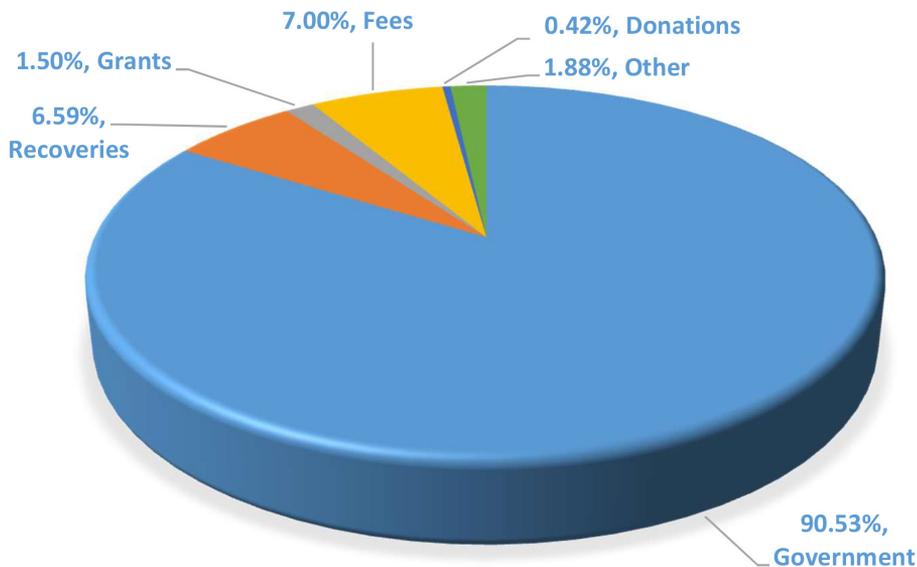
Community Living Mississauga continues to not receive any budget increases to cover the inflationary cost of items such as employee travel, heat, hydro, rent, etc. We had hoped prior advocacy with the Provincial Government was going to show positive results for this year but unfortunately we have been overlooked for a 12th straight year. This has not stopped us from continuing to look at all areas for efficiencies and we continue to review costs and invest in new equipment on a regular basis which ensures that our long term costs are kept to the minimum.

Working through the ever changing environment due to the COVID-19 pandemic, we incurred huge costs due to the necessary purchase of Personal Protective Equipment (PPE) and additional staffing costs. Also, with the closure of our day programs for months at a time we suffered from losses of fee revenue which are an integral source of covering our ongoing expenses. With the assistance of Federal and Provincial financial programs we were able to obtain additional funding and our main funder, the Ministry of Children, Community and Social Services gave us a great deal of flexibility in their funding guidelines. With this assistance and our continued careful financial planning we are pleased to report that we again have been able to deliver a balanced budget to end the year.

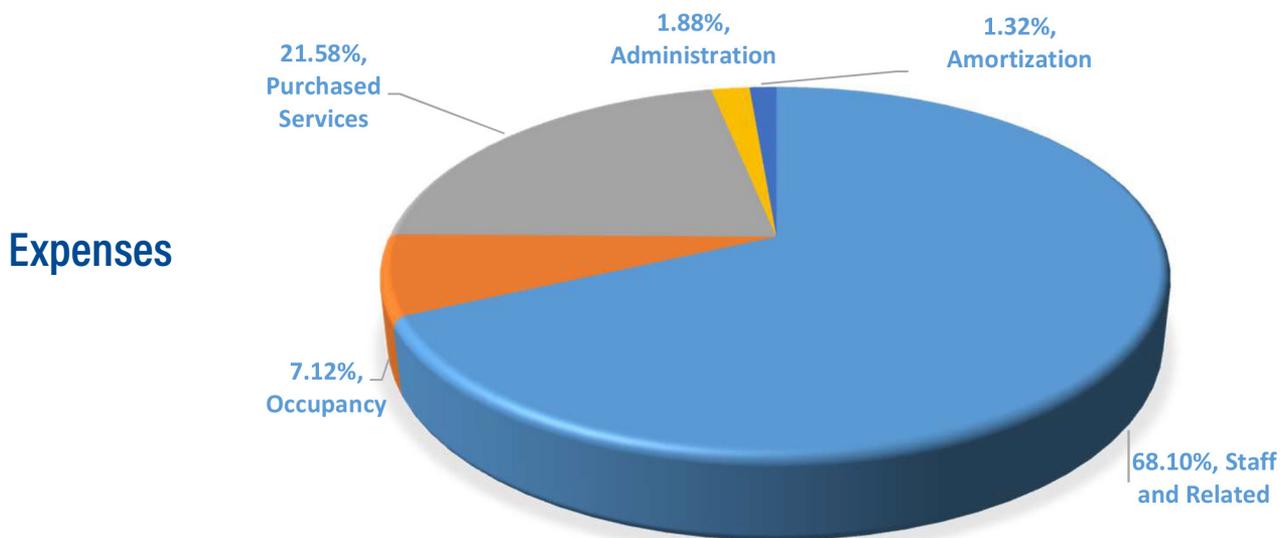
On a more concerning note, in January we suffered a series of ransom attacks on our computer systems. It has taken us months to not only restore our original data but to rebuild and change our systems to ensure that our technology systems are as secure as possible. Unfortunately, we did lose some financial back up data which for the most part we are able to replace and we would like to thank our Auditor firm of PricewaterhouseCoopers for working with us to ensure our audit was completed on time.

The Finance Committee extends its appreciation to all members of Community Living Mississauga's Finance Department for ensuring that all information is up to date and easily accessible by the committee and the Board of Directors.

We sincerely wish to acknowledge the incredible support and generosity of families, corporate partners and volunteers.



Sources of Revenue



Expenses

It's Been Quite A Year





Community Involvement

Virtual Volunteers

When COVID-19 hit, and the government issued a 'Stay at Home' order, all of Community Living Mississauga's in-person social activities and programs stopped. A handful of active Community Living Mississauga volunteers who understood what stay at home orders could mean to people who daily experience social isolation immediately stepped up to see how they could assist the people supported by Community Living Mississauga during COVID-19. They formed a pilot project committee that recommended developing a social program for young adults on a virtual platform and with some guidance quickly put together our first virtual social program in May of 2020.

The program, which was offered three days each week, was planned and run by the volunteers. It was such a success that Community Living Mississauga employees used the learnings and successes of the program to offer future virtual programs. Thanks to the efforts of these volunteers, virtual activities have offered a way to reach people and decrease social isolation. Most of the initial group of volunteers has since gone on to volunteer in other virtual programs and are still volunteering with us one year later.

Volunteers have been instrumental engaging virtually in a variety of ways during the pandemic by enhancing the lives of people who receive support from Community Living Mississauga. Navigating Zoom and other virtual platforms was new for both the volunteers and participants. Both were willing to take the time to learn new skills and eventually became proficient at communicating with each other in new ways. Volunteers became involved with people supported through Supported Independent Living, Day Supports and the April Break Program.

Ontario Volunteer Service Awards

Youth Awards

Oba Adepoju	Joanna Matthews
Meeah Campbell - Leal	Rehma Hamid
Sughanda Suri	

Adult Years of Service Awards

<i>5 years</i>	<i>30 years</i>
Dorothy Martel	Michael Pawelchuk
Pran Kirtani	
Laura Sluce	

Virtual Student Placements

Due to COVID-19 protocols, Community Living Mississauga had to transition our student placement opportunities to a virtual format. This ensured the safety of the students as well as the people we support and our employees. Although it was a challenge to redesign the entire placement process, Community Living Mississauga knows first-hand the need for new employees and recognized the vital role placements play in the education process. We were pleased to have facilitated these virtual placement opportunities.

Employment Supports

Community Living Mississauga's Employment Resource Centre transitioned to Career Connection in January 2021. Career Connection is an opportunity to continue to engage with people supported and employers and to showcase how people who have an intellectual disability and employers can come together for a mutually beneficial relationship that fosters stronger communities.

Career Connection transitioned to being an Employment Ontario service provider and is able to continue to provide employment supports for people who have an intellectual disability and employers focused on the value and benefits of inclusive hiring. Twenty-five people were supported to secure paid employment.

The HIRE Program, funded by the Ontario Trillium Foundation, transitioned to webinars for students in school. In total, 64 students in 10 schools participated in this virtual opportunity and an additional 12 students in their final year of school actively engaged with Career Connection to transition to paid employment upon graduation.

Job Path, a six-week work readiness program, transitioned to be offered virtually. Two sessions were offered via Zoom and 8 people were supported.

Summer Programs

The pandemic has continued to challenge us to offer supports in new ways. While the traditional, in-person supports could not be offered in the Weekend Respite Program or the Community Engagement Resource Initiative, a wide variety of virtual activities have been available to the children, youth and adults we support. The hour-long activities have been offered on evenings and weekends and include art, fitness, games, crafts, gardening, virtual tours, baking and more!

- Fall 2020 session – 10 youth and 32 adults participated in more than 350 activities
- Winter 2021 session – 7 children, 13 youth and 44 adults participated in more than 1,000 activities
- Spring 2021 session – 5 children, 8 youth and 40 adults participated in more than 700 activities

With the March Break being moved to April and thus becoming Spring Break, we again offered virtual activities to children and youth during the daytime hours. During this fun-filled week, 6 children and 18 youth participated in 180 hour long virtual activities including Laser Tag, Cooking Classes, Playdium and Mini Golf.

Community Awareness

Representatives from Community Living Mississauga participated in a number of virtual community-based activities in order to raise awareness about the organization as well as the programs and services it offers despite the ongoing lockdown. Some of these activities included:

- Participating in virtual events hosted by the Mississauga Board of Trade that connected us with business leaders and politicians from the municipal, provincial and federal levels
- Virtual presentations to various local businesses as part of the United Way of Greater Toronto's Speakers Bureau
- Virtual presentation to the Credit Valley Conservation Authority regarding our activities and partnership opportunities with their organization.
- Virtual presentation to our long-time supporters at the Rotary Club of Mississauga-Meadowvale

Participation in these activities helped us strengthen existing community relationships and create new partnership opportunities which we hope to develop further in the future.

Fundraising

Unfortunately, we were unable to run either of our major fundraising events in 2020 and both were rescheduled for later this year. Our Golf Classic will be held on Tuesday, Aug., 24th at Lionhead Golf and Conference Centre and our Tribute Dinner honouring Frank Giannone will be held on Thursday, Oct. 21st at the Mississauga Convention Centre.

The owners of Tim Hortons Restaurants once again supported Community Living Mississauga with proceeds from the 2020 Smile Cookie Campaign. Despite the challenging economic times, the campaign donated more than \$113,000 to us. We are greatly appreciative for the ongoing support from Tim Hortons and its franchisees.

A highly successful direct mail campaign raised in excess of \$20,000 towards a lending library of tablets and laptops. By making these items available to borrow, Community Living Mississauga is looking at innovative ways to keep the people it supports connected to friends and family. While virtually connecting people has been essential during lockdowns, it will continue to be another option for staying connected even once we are all able to meet in person again.



Our Donors

Sponsor (\$50-99)

Gilbert Alleyne
Pam Alleyne
Charles Atto
Zahida Bano
Me Nam Bin
Grace Bundang
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Greg Symons

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Mississauga Central Lions Club
Philoptochos Society of Prophet Elias
Rotary Club of Mississauga-Meadowvale
Rotary Club of Mississauga West
Trinity-St. Paul, Port Credit

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Charities Aid Foundation of Canada
Community Foundation of Mississauga
Frank Fowler Foundation
Gary Bluestein Charitable Foundation
Mississauga Fire Fighters Association
Local 212 Benevolent Fund
Ontario REALTORS Care Foundation
ScotiaMcLeod Charitable Foundation
TD Securities Underwriting Hope Fund
The Mariano Elia Foundation

We would also like to extend a special thank you to all of the monthly donors and the individuals who have given gifts in memoriam or in honour of friends and loved ones.



Our Membership

The following individuals are recognized as
Members of Community Living Mississauga for the fiscal year 2021 - 2022.

Darleen Abbott
Carrie Ahrens
Fariba Akbar
Natalia Alejandro
Farrukh Ali
Gilbert Alleyne
Pamela Alleyne
Erin Ash
Charles Atto
Anna Barranco
Zuraida Battista
Karen Black
Doug Burgess
Eileen Burgess
Donna Campbell
Robert Carlson
Claudette Carter
Sauching Chan
Cathy Clendenning
Rose Conklin
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Gayle Covey
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Lynne Cramer
Samantha Craey
Airene Cunanan
Marg Davey

Beverley Davis
Deano Demelo
Sawsan Diab
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Taufiq Malik
Yasmeen Malik
Lori Malkiewicz
Cara Markic
Jolanta Maro
Shazia Masood
Stephanie Matthews
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Lesley Nevins
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Grace Tey

Cherry Tong
Mary Weber
Martha Wedge
Linda Welsh
Bruce Whitaker
Ron Whitelock
Victor Wong
Michelle Zammit

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Dorothea Martel
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Loretta Miller
Gord Murless
David Oliver
Mike Pawelchuk
Bill Penny
Nancy Rogers
Richard (Dick) White
Bonnie Yagar

A small green plant with many thin, needle-like leaves is growing out of a cracked, dry, greyish-brown soil. The plant is centered in the frame, and its shadow is cast to the left. The background is a soft, out-of-focus light grey.

OUR GOALS

Quality ● Inclusion ● Advocacy

OUR PRIORITIES

Highest quality of supports and services

Meaningful community participation

Commitment to continued advancement

OUR VALUES

Respect ● Caring ● Integrity

Community Living Mississauga

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