



TRUE BELONGING...  
THE FIRST STEP TO  
TRUE ACCEPTANCE

*Community Living*  
MISSISSAUGA

ANNUAL REPORT 2021 - 2022

# *Community Living*

## M I S S I S S A U G A

### 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 all individuals. 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 person 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.

# TABLE OF CONTENTS

---

**2**

Message from the President and Executive Director

**5**

Board of Directors

**6**

Strategic Plan

**8**

Treasurer's Report

**10**

Thank You For All You Have Done!

**12**

Community Involvement

**14**

Our Donors

**16**

Our Membership

# REPORT FROM THE EXECUTIVE DIRECTOR AND BOARD PRESIDENT

It goes without saying that COVID-19 has continued to have a major effect on Community Living Mississauga but we have been working hard not to let it dampen our spirits. Every time we thought that we were turning a corner on the Pandemic and people could start getting out to see family and friends, a new wave would hit and put us back to re-implementing many restrictions. In total for this past year, we saw approximately 30 people who receive residential support and approximately 100 employees contract the virus but we are thankful that no one has had any major long term effects. Despite this, we have continued to manage the many challenges and barriers to ensure that not only the people we support are safe but also continue to participate in our community as much as possible.

We want to repeat from last year's report that:

"Throughout all of this we want to thank our Senior Management Team for all of their work 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 again 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

While there were still many times where people were restricted in many aspects of their daily lives, we took every opportunity to ensure people could visit in person with their friends and families and leave their homes as much as possible. Even the use of technology has expanded over the past year allowing everyone to experience additional opportunities that they can continue to use in the future.

## Supported Independent Living

Similar to last year, people supported through Supported Independent Living enjoyed more freedoms and now many people who had gone back to live with their family have been able to return to their own homes. This is another area where the expanded use of technology has played a significant role in connecting to others and to activities.

## Employment Supports

Over the past year the Province has been running 3 Pilot Projects around the Province where employment programs are now coordinated by private companies. The Region of Peel was one of the test sites. We are still evaluating how this new change is affecting our level of funding and how we deliver support to people who have an intellectual disability. Despite this change, we again have been able to assist 45 people to achieve new paid employment opportunities.

## Early Childhood Education Resource Services

The Early Childhood Education Resources Services department finally got back to full support in the last few months. They report that it's great for them to be back providing in person support for the children and families. In addition, through continued restructuring by our funder (The Region of Peel) we have been expanding the number of children and families supported and expect to see this continue into the coming year.

## Day Supports – Base Site Locations

Unfortunately, not much has changed in the past year and the base site locations have remained closed for most of the year. There were several brief periods where we pushed to reopen them but we had to quickly close down again due to Provincial direction. Similar to last year, we were able to offer many virtual opportunities. While numerous people have been affected by our need to temporarily close programs, the closure of the base site locations has had the greatest impact on people we provide support and their families.

## Summer, Leisure and March Break Programs

This is also an update similar to last year's report. We tried several times to offer in person support through these programs but for the most part were closed down again. We were able to expand upon the virtual supports. A great deal of creativity went into making virtual programs exciting including providing pre-assembled kits to make sure participants were able to enjoy making the various craft projects and recipes together on line.

## Resource Development

- Selected by Tim Horton's once again as the recipient charity of their annual Smile Cookie Campaign. This year's campaign raised \$67,956 and a 7 year total of close to \$650,000
- Our Annual Golf Classic came back last year and raised \$88,000...which is amazing given the COVID restrictions at the time
- Our Tribute Dinner again had to be cancelled but there is no stopping our committee who are moving ahead with the planning for March of 2023
- Through Resource Development efforts, our Foundation has committed \$565,000 this year to support our many unfunded programs barring any COVID restrictions or other potential unforeseen issues

## Service Coordination and Peel Crisis Capacity Network

It has been a record year for people we support and their families continuing to go into crisis due to the lack of funding and opportunities for a variety of needed supports. Overall funding for families is still insufficient to meet their needs but this year families have struggled even more with the inability to hire contract workers for their respite and day support needs.

### Advocacy and Awareness

- Over the past year we have continued to support the advocacy efforts of Community Living Ontario and Ontario Agencies Supporting Individuals with Special Needs (OASIS) to address the many issues facing our 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
- Ongoing dialogue with our Ministry and our community partnership tables

As mentioned earlier, we continue to move forward. During the upcoming year we are hoping to address such areas as:

- Offer all of our summer and leisure programs in person
- Fully reopen our base site locations
- Welcome three new people to their new home through 24-hour residential support
- Continue to expand our Early Childhood Education Resources Services program
- Continue to expand our employment services so that even more people obtain paid employment
- Continue to work on an internal pilot project called Living the Dream where we can assist people to move out of their family home and live independently in a home of their own
- Continue to work on a pilot project where we can support new people who require 24-hour residential support but not in the traditional living arrangements that we currently see
- Continue to work on a pilot project to offer alternative day support options that are not only through our existing base site locations
- Continue our work on diversity, equity and inclusion to ensure that all of our employees are supported and fully engaged
- Continue to excel at Ministry Compliance reviews as we have in past years

Thank you for your support and commitment to Community Living Mississauga during difficult times!

Resilience and Strength Together!



Dorothy Martel  
President



Keith Tansley  
Executive Director

# BOARD OF DIRECTORS



Dorothea Martel  
President



Pran Kirtani  
Vice- President



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Vice-President



Kevin Porter  
Treasurer



Greg Symons  
Secretary



Paul Brum



Stephen Dasko



Rick North



Holly Pellizzer



Candice Roberts



Craig Ross

# STRATEGIC PLAN

## People We Support

### Continue to promote inclusion

*With a commitment to Diversity, Equity and Inclusion, the organization will continue to strengthen overall community engagement activities with stakeholders that serve to strengthen the relationship with the organization resulting in enhanced connectedness and engagement.*

- Establish and develop community partnerships and collaborative strategies that promote the availability and access to a variety of diverse community resources for people who receive support.
- Develop a communication plan that highlights the many initiatives, success stories and informational resources that has a focus on and promotes diversity, equity and inclusion.

### Continue to enhance the quality of supports and services

*(a) 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 ongoing future planning.
- Further develop an accountability framework to analyze and make evidence based decisions for people who receive support and the supports and services offered.

*(b) Commitment to our expansion plan in order to address identified needs based on funding and necessary resources.*

- Identify and explore viable options that present as the greatest pressures within our community for the people we support and their families.
- Enhance and expand existing supports and services with a view of evolving new diverse options that are non-traditional in nature where possible.
- At an organizational level, advocate on behalf of the people we support and their families to have the necessary resources as required.

# Employee/Workforce

## The organization values its employees

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

- By using iConnect, increase information shared in order to keep all employees as up to date as possible on organizational information.
- Review and update the current Rewards and Recognition program to promote participation in this initiative.
- Develop a detailed employee retention plan.
- Promote and enhance employee engagement through two-way communication.

## The organization is committed to enhancing the competency of every employee

### *Employee Development*

- Explore opportunities for all employees to enhance skill development in the area of organizational technology.
- Create a library of online materials that can be accessed through video links and online documents available through iConnect for all employees.
- Further the development of employees by promoting opportunities through the participation on organizational committees or projects.

## 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 is committed to Diversity, Equity and Inclusion as it applies to all people

*Continue to further develop and implement a plan focused on Diversity, Equity and Inclusion resulting in an increased equitable and inclusive environment for all employees.*

# TREASURER'S REPORT

On a fiduciary level, the Finance Committee has met monthly to review financial statements, projections recommending the approval of next year's budget to the Board of Directors and kept the Board updated with quarterly financial reports. The accounting processes and control procedures that are in place as well as the overall accountability structures are strong and appropriate in the current operating environment for the Association in the opinion of those charged with governance.

Due to another year dealing with the impact of COVID-19, we continued to incur substantial costs for the necessary purchase of Personal Protective Equipment (PPEs) and the additional staffing costs involved to ensure that we were able to keep everyone safe.

Unfortunately, our day programs continued to be closed for the majority of the year which resulted in another major loss of revenue (and more importantly support for people who would usually attend). 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 prudent financial planning, we are pleased to report that we once again have been able to deliver a balanced budget to end the year.

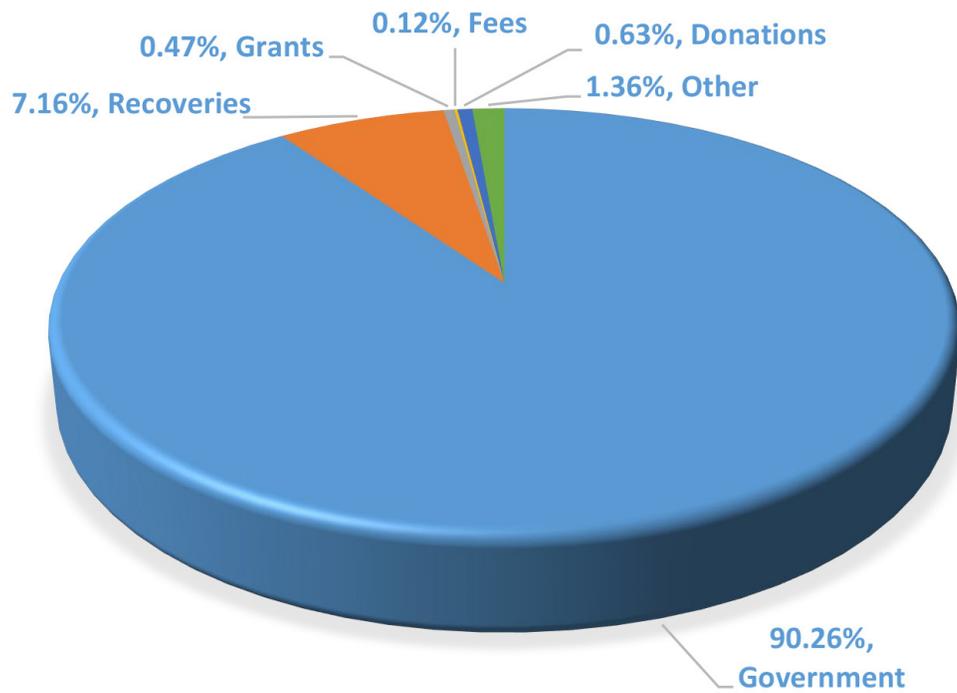
A couple other highlights from the year include:

- We were able to complete the purchase of a new home which will provide 24-hour residential support to three young men. The target date for opening is in the fall of 2022.
- Our auditors, PricewaterhouseCoopers had been having major staffing shortages and unfortunately had to give us notice that they no longer could complete our annual audit. Our Finance committee undertook the challenging process to source an alternate audit firm on short notice. Through a quotation process we have engaged a new firm starting this year. We are very pleased to announce that our new auditors are Grant Thornton LLP.

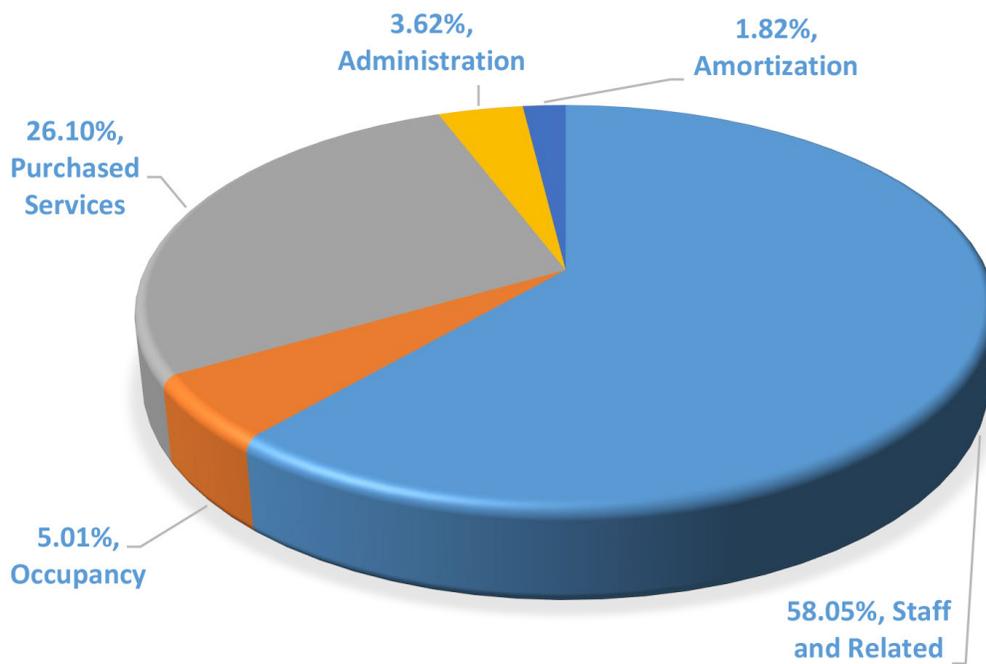
The Finance Committee extends its appreciation to all members of Community Living Mississauga's Finance Department for ensuring that all information is up to date and easily accessible by the committee and the Board of Directors.

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

## 2021-2022 REVENUES

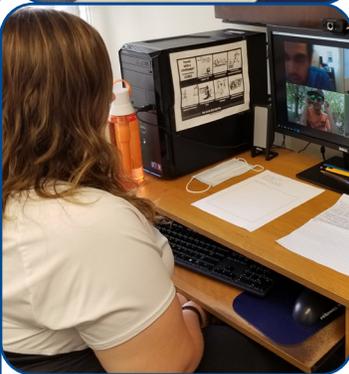
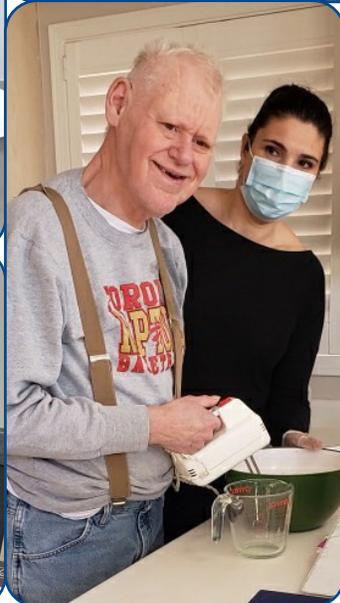


## 2021-2022 EXPENSES



# THANK YOU FOR ALL YOU HAVE DONE!





# COMMUNITY INVOLVEMENT

It has been a very busy year for Community Living Mississauga as we continue to focus our efforts on key issues that are important to individuals who have an intellectual disability, their families and our community.

## Community Awareness

Over the past year, Community Living Mississauga representatives participated in a number of virtual and in-person activities in order to raise awareness about the organization as well as the programs and services it offers despite the ongoing restrictions imposed by the pandemic. Some of these activities included:

- Participation in virtual and in-person events hosted by the Mississauga Board of Trade that connected us with business leaders and politicians from the municipal, provincial and federal levels. For the second year in a row, Community Living Mississauga was nominated for the Mississauga Board of Trade Not-for-Profit Business of the Year Award
- Presentations to our long-time supporters at Rotary Clubs across Mississauga and volunteering at Mississauga Ribfest – one of their annual fundraising events
- We participated in the province-wide Shine a Light on Community Living initiative by having the City Hall Clock Tower lit in blue and green in recognition of Community Living Month

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

## Employment Supports

Community Living Mississauga's Career Connection department 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 has been operating as an Employment Ontario service provider since January 2021 and has continued to provide employment supports for people who have an intellectual disability and employers focused on the value and benefits of inclusive hiring. Forty-five people were supported to secure paid employment.

The HIRE Program, wrapped up its funding with the Ontario Trillium Foundation in December 2021, however Career Connection continued to provide support to students in both the Peel District School Board and Dufferin Peel Catholic District School board into 2022. Webinars continue to be offered for students in school. In total, 99 students in 13 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.

## Fundraising

We were very excited to once again be able to hold our Annual Golf Classic on Tuesday, Aug., 24th at Lionhead Golf and Conference Centre. Despite us having to do without on-course activities and switching to a virtual silent auction, the event still raised in excess of \$88,000!

The owners of Tim Hortons Restaurants once again supported Community Living Mississauga with proceeds from the 2021 Smile Cookie Campaign. Despite the challenging economic times, the campaign donated nearly than \$68,000 to us. We are greatly appreciative for the ongoing support from Tim Hortons and its franchisees.

Unfortunately, we had to postpone our Tribute Dinner honouring Frank Giannone. However, Frank and everyone involved remain committed to the event and it will now be held on Thursday, March 23, 2023 at the Mississauga Convention Centre.

## Volunteers

Due to the ongoing pandemic, volunteers have been instrumental this year in virtually engaging and enhancing the lives of the people we support. Thanks to encouragement from our employees, navigating Zoom and other virtual platforms with volunteers has become natural for the participants. Virtual volunteers have been active in the following supports – March Break, Day Supports, Residential Supports, Recreation & Leisure, Supported Independent Living, Summer Children & Teen Activity Program, Committees and Board Support. We are pleased to report that we have been had over 160 virtual roles for volunteers this year despite an ongoing pandemic. Additionally, 30 in-person Scotia Bank volunteers supported our 2021 Golf Tournament.

## Student Placements

Despite ongoing COVID-19 protocols, Community Living Mississauga was able to pivot our student placements back to in-person starting in January of 2022. Due to well-established COVID-19 protocols, including personal protective equipment (PPE) and proof of vaccination, we were able to transition while ensuring the safety of the students, the people we support and our employees.

Because Community Living Mississauga recognizes the role student placements play in our hiring process, we are delighted to report that despite living through another year of a worldwide pandemic, we were able to place close to 60 virtual and in-person students.

### Ontario Volunteer Youth Service Awards

Dana Hindi, Rachel Stubits and Simran Sharma

### Ontario Volunteer Adult Years of Service Awards

10 years - Fred Pristine, Jack Prazeres, Joe Botelho, Joe Falcone, Ralph Chiodo, Sam Ciccolini

# OUR DONORS

## Sponsor (\$50-99)

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Pam Alleyne  
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Kam-Chuen Tang  
Karen Wilson

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Andrea Carlson  
David Elliott  
Frank Ferraro  
Donald Laughton  
Mary Laughton  
Roger Leroux

Gerri Lonergan  
David Oliver  
Michael Pawelchuk  
Margaret Pawelchuk  
James Roberts  
Bonnie Roberts

### Silver (\$1000-2499)

Ita Aggarwal  
Ravi Aggarwal  
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Janet Baker  
Andy Bergmann  
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Loretta Miller  
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Greg Symons

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CyberGrants  
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Edenshaw Developments Ltd.  
Glen Schnarr & Associates Inc.  
JCMBT Inc.  
Ollie’s Roofing  
Ontario Power Generation Inc.

TD Securities Underwriting  
Hope Fund  
The Business Alliance  
The Home Depot (Cornwall)  
The Royal Trust Company  
Prodigy Education  
Tim Hortons/TDL Group Corp.  
Tavelers

### Service Clubs/Non-Profit Organizations

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

### Foundations

Frank Fowler Foundation  
Gary Bluestein Charitable  
Foundation  
The Mariano Ella Foundation  
Mississauga Firefighters  
Association/ Mississauga Fire  
Fighters Benevolent Fund  
Ontario REALTORS Care  
Foundation  
The Community Foundation  
of Mississauga  
The Ignat Kaneff Charitable  
Foundation

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

# OUR MEMBERSHIP

The following people have consented to be recognized as  
Members of Community Living Mississauga for the fiscal year 2022-2023

Gilbert Alleyne	Jessie De Souza	Mary Laughton
Pam Alleyne	Deano Demelo	Mirela Lemut
Darleen Abbott	Dumol Denese	Cecilia Leung
Shibu Abraham	Shawn Dunn	Geraldine Lonergan
Fariba Akbar	William Ellis	Bihn Luong
Taghreed Aly	Caroline Finlay	Anh Luu
Asima Anwar	Barb Fleming	Taufiq Malik
Maha Atrach	Joanne Fontana	Lori Malkiewicz
Camilia Bajjaly	Marcea Fraresso	CaracMarkic
Brad Bezeau	Janice Gachet	JolantacMaro
Karen Black	Ying Gao	Durrell Martin
Doug Burgess	Anthony Gauci	Marilyn Mascarenhas
Eileen Burgess	Debi Hearsun	Nicholas Melnyk
Robert Chassels	Linda Herd	Lynne Merrick
Bernadette Chatwin	Gabriela Hernandez	Connie Morais
Yan Chen	Yen Hoang	Ruth Murphy
Namiloli Chilawa	Reena Hussain	Jhoana Naranjo
Bonnie Cooper	Monique Kack-North	John Nevins
Rose Conklin	Rita Kerkmann	Lesley Nevins
Gayle Covey	Feroze Khan	Dinh Dung Nguyen
Lynne Cramer	Suzanne Killins	Ken Noble
Don Cramer	Hillarie Klass	Sandra Noble
Elli Crarey	Sylvia Karajov	Eugene Nolin
Kenneth Dao	Ramaswamy Krishnan	Brenda O'Connor
Clotilda D'Cunha	Barbara Kusznir	Li Ou-Yang
Nally de Borba	Don Laughton	May Owen

Sumita Pal  
Margaret Pawelchuk  
Nadia Pellizzer  
Rick Pellizzer  
Indran Anthony Ramanaden  
Panch Ramaswamy  
Hamid Riaz  
Daphne Roberts  
Susan Roberts  
Jan Rodman  
Alicia Russell  
Irene Russell

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Flora Santos  
Shehla Siddiqui  
Barbara Sinclair  
Roxanne Smith  
Violet Snook  
Clifford Snook  
James Snook  
Sviatoslav Starko  
Arthur Steunenber  
Sue Taggart  
Tia Tennent

Grace Tey  
Kam-Chung Tin  
Robert Tipping  
Cherry Tong  
Slafa Turki  
Roger Wardell  
Martha Wedge  
Tamara Williams  
Marylou Wingate  
Michelle Zammit  
Andres Zapata

### Lifetime Members

Michael Dalziel  
Didi Kaneff  
Dave Killins  
Hazel McCallion

Alasdair McKichan  
Loretta Miller  
Gord Murless  
David Oliver

Mike Pawelchuk  
Bill Penny  
Nancy Rogers  
Bonnie Yagar



## 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

### Special Thanks to:



An agency of the Government of Ontario  
Un organisme du gouvernement de l'Ontario



Community Living Mississauga

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[www.clmiss.ca](http://www.clmiss.ca)