

ANNUAL GENERAL MEETING

2017

Valued Citizens Inclusive Communities

Middlesex COMMUNITY LIVING

A graphic element consisting of several overlapping triangles in shades of blue and green, arranged in a fan-like shape pointing to the right, positioned at the end of the 'COMMUNITY LIVING' text.

A message from the President



This has been a very busy year at Middlesex Community Living. Our Vision Statement, Valued Citizens Inclusive Communities, was the driving force for decisions and actions taken by the Board, the management and the staff at Middlesex Community Living.

Campaign. You may remember seeing the presentation last year where everyone held up a sign about what they would like to do. We'll be giving you an update on that program today, but we're very happy how things have progressed.

- we sold the Mercantile Restaurant.
- we've been active in sitting on and participating in provincial committees within the Developmental Services Sector.
- we've been seeking out and sending employees to new training opportunities so that we are prepared and ready to support a variety of new needs that are arising in the sector.

As you can hear, we've been busy. This doesn't all just happen overnight nor without the assistance of many committed and talented people. I'd like to thank my fellow board members, the management team and the staff at Middlesex Community Living for all their hard work and as a team, we will continue to look for ways to lead both in our community and in the larger Developmental Services Sector.

In 2016:

- we hired an independent consulting firm to challenge and guide us in our efforts to bring to life our ambition and commitment to improve the supports and services we provide to people in our community.
- we moved swiftly and with great thought and planning to close our sheltered workshop and replace it with opportunities that highlighted independence and community involvement.
- we developed the Take a Chance ~ Make a Change

An update from the Executive Director

I wanted to take this opportunity to update you on our Take a Chance ~ Make a Change campaign. What you don't know and what I couldn't possibly convey to you in such a short time, is all of the work that goes on behind the scenes to ensure the people we support are valued and included in their community and live an independent life that they choose and direct.

Believe me when I tell you that every day brings moments of speculation, mixed with moments of uncertainty and downright bewilderment. However, as you will see here in this report, there are also moments of hope, independence and great achievement. All of these great changes have come about because people took a chance and felt supported to do so. We couldn't be prouder to be a part of these changes, but we are just a part. People can only be successful when they feel valued and included in their community. What part will you play in helping people be included and valued in your community?

We've highlighted a few of the people we support in this report but their stories are a mere snapshot of the moment in which I write this update. Tomorrow and the day after that and then the day after that, the stories will change and grow and begin to take on a life of their own. A life naturally rooted and nurtured in community, not a life driven or controlled by support.



About Middlesex Community Living

Middlesex Community Living uses a person centred approach to supporting people to live as independently as possible. This approach truly reflects and meets the needs and capabilities of each person.

Middlesex Community Living is a not-for-profit charitable organization that supports and advocates for the rights of adults with developmental disabilities and their families.

Currently we assist over 80 people in the Strathroy-Caradoc community to live independent lives.

We support people who have a variety of developmental disability diagnoses including; general developmental delay, Down syndrome, Fetal Alcohol Spectrum Disorder, Autism, Cerebral Palsy, as well as many others. It is our vision and mission to develop and sustain an inclusive community and to champion and support people to learn, to define and to live independent lives as valued citizens.

Middlesex Community Living has several programs and services that offer an abundance of benefits to both the people we support and the Strathroy-Caradoc community at large. Some services and programs assist people with their personal goals and outcomes directly, while others are devoted to supporting people in their day to day living.

Middlesex Community Living offers accommodation services, supported employment programs, community access programs (leisure and recreational), continued education and advocacy services.

Middlesex Community Living is an active and contributing member to both the Strathroy-Caradoc community and its economic viability. Middlesex Community Living is also a strong and supportive employer to over 120 employees. We are a member in good standing with the Strathroy and District Chamber of Commerce and use the products and services of much different local business.

There are 21 Personal Outcome Measures that Middlesex Community Living supports people to attain.

- People are connected to natural support networks.
- People have intimate relationships.
- People are safe.
- People have the best possible health.
- People exercise rights.
- People are treated fairly.
- People are free from abuse and neglect.
- People experience continuity and security.
- People decide when to share personal information.
- People choose where and with whom they live.
- People choose where they work.
- People use their environments.
- People live in integrated environments.
- People interact with other members of the community.

- People perform different social roles.
- People choose services.
- People choose personal goals.
- People realize personal goals.
- People participate in the life of the community.
- People have friends.
- People are respected.

The movement
was started
mainly by
family members
who dreamed of
a better life for
their sons and
daughters living
in institutions.

Better an Ooops, than a What-If . Take a Chance ~ Make a Change



Brad W.

Employed/Volunteer

Currently working at Robert Dack Legal Services and Denning Funeral Homes. Brad also volunteers at the YMCA.



Nick M.

Employed

Currently working at Middlesex Community Living and Middlesex County garage.



Glenn G.

Volunteer

Volunteering at the Women's Resource Centre. Glenn's role is to rotate and stack food items in the donation centre.



Remon G.

Employed

Remon has a permanent job with Andersen Doors and Windows and seasonal piece work with Ricco Foods.



Meg L.

Employed

Meg works for Sansin Corporation in Strathroy. Meg applies information stickers to the lids of each wood protection product.



Brent O.

Employed

Brent has a janitorial job with Middlesex Community Living. He keeps the administration offices in tip top shape!



Rick D.

Employed/Volunteer

Rick volunteers at the breakfast program at Mary Wright Public School. He also volunteers at the YMCA and works part-time at Strathroy-Caradoc Police Services.



Meghan E. & Julie T.

Volunteers

Meghan and Julie volunteer at the Strathroy Public Library. The ladies help ensure that people can find their favourite books, cds and dvds when they come to the library. Julie also works at Sansin Corp.

Our Services and Programs

A.C.C.E.S.S.

Middlesex Community Living has a community ACCESS centre that provides opportunities for people with developmental disabilities to participate in leisure and recreational activities in their community. People who participate in the ACCESS program discover great opportunities to be included in their communities through interacting in recreational and leisure activities, life skills development, and volunteer opportunities.

Accommodations

Our accommodations services offer people with developmental disabilities the opportunity to live independently within their community. Middlesex Community Living supports people in accommodation services with as little or as much support as people need. Middlesex Community Living has 11 houses in Strathroy. Each location is staffed with qualified personnel who will assist with the day to day tasks of independent living as well as support people's choices and self determination for their own lives.

Continued Education

In partnership with the Thames Valley District School Board, Middlesex Community Living offers continuing education classes. People enrolled in the Continuing Education program are supported in their pursuit of learning and gaining a better understanding of math, reading and other important life skills that can enhance their independence.

Direct Individualized Funding

Passport Funding can be managed through us. We offer highly trained and qualified staff to assist people to participate in their community. Respite, person directed planning, employment supports, and daily living assistance are just a few of the things we can help with.

Employment Supports

This program readies and trains people for competitive employment. People using this program have access to programs that offer pre-employment training, career options, and job coaching services.

Family Home

The Family Home program gives people the opportunity to share more than just a home, they get to share their lives, their dreams, their struggles and their successes in a safe and supportive environment.

F.Y.I. - Facilitating Youth Independence

Facilitating Youth Independence (F.Y.I.) helps young adults 18-22 transition into community life after high school by connecting them to opportunities for leisure, practical learning and volunteering.

Supported Independent Living

This program provides support to people who live independently in their own home and who need a varied level and type of support.



A year in review

Many changes can happen in a year. Some of those changes are self driven and some of them are in reaction to the modifications and innovations being made by different stakeholders within the developmental services sector.

Minister Helene Jaczek and the Ministry of Community and Social Services cast a spotlight on sheltered workshops and Middlesex Community Living then did some soul searching.

“Independence, inclusion and choice are principles at the core of our developmental services transformation. They guide every decision we make. With these principles in mind, I am committed to shifting Ontario away from sheltered workshops and towards more inclusive options such as employment and meaningful community participation” said Minister Jaczek.

With those words, and a collaborative review of the agency’s Vision, Mission statements and future, Middlesex Community Living immediately set out to move people from a life in service to a life in community.

The Mercantile Restaurant, a sheltered workshop operated by Middlesex Community Living underwent an extensive review, the decision was made to sell the

Mercantile Restaurant and refocus its supports and services through helping people become independent, be included and stewards of their own destinies.

“This is not about taking away supports, and no program will be phased out without appropriate alternatives in place.”

When Middlesex Community Living closed the Mercantile Restaurant last July, the organization saw it as an opportunity to take a chance, to make a change and to realign with its mission.

"It [the Mercantile] fit the definition of a sheltered workshop," explained Executive Director Sherri Kroll, "because the people who were working at the restaurant, we considered them trainees, and they only received a training allowance."

In operation for over 20 years and a favourite stop for many in Mount Brydges, the restaurant was established to assist people with developing hospitality skills, which they would then use to gain employment in the community. However, since many people stayed on and treated the experience as a job,



Middlesex Community Living felt it should be paying them minimum wage. Unfortunately, the restaurant was not generating enough revenue in order to do so.

"People had the skillset to go beyond training," Kroll explained, "[But] they were choosing to remain there because it was work that they enjoyed doing and it was very comfortable and safe. As long as we operated the restaurant, people would choose to stay there."

That's why the organization brought in outside consultants to develop the Take a Chance ~ Make a Change initiative.

Wanting to move from a life in service to a life in community, Middlesex Community Living met with each person affected and their families to discuss and envision what their lives might look like after the Mercantile closed.

"They hadn't taken a chance or thought about other opportunities that they could explore in their life," Kroll said.

These hopes ranged from part-time work to volunteer opportunities to quiet retirement. One major success story, Kroll recounted, involves a man who used to work at the Mercantile and now has two successful part-time jobs in the community. One is

at a lawyer's office while the other is with the local YMCA.

She said he was unhappy after the restaurant's closure, but "we encouraged him to reach out to his community for support, which he did. And just last week, he got approached by another community employer about a potential third opportunity."

While admitting that the change was hard for him, Kroll thinks that's okay.

"I think he recognizes that he went through some personal growth as a result of that," she assured, "and sometimes difficult things have to happen to lead you to a better place in life."

In fact, Kroll admitted that the transition wasn't a smooth one for many former Mercantile trainees. "They had kind of built their life, like many of us do, around what many people saw as their place of employment and when that closed, they felt a sense of loss."

Even support staff had to make adjustments. Employees had been used to helping people learn the ropes at the Mercantile. Now, they must "really focus on helping people to gain personal independence and build the skills to be self-sufficient," Kroll added.

The effort has been so successful that Middlesex Community Living has been applying the Take a Chance ~ Make a Change mindset to other areas of the organization, such as housing. Some people who had previously lived in group homes are now in their own apartments

in the community.

"We try to be a support net for



people, a safety net for people," Kroll described, "without being everything to people. Only through chance and change do you see new opportunities in your life."

COMMUNITY LIVING ONTARIO 64th ANNUAL CONFERENCE

The 2017 Community Living Ontario Conference and Annual General Meeting will celebrate their vision of a society that supports and values each person's uniqueness and contributions as citizens.

The Conference and AGM are being held from September 13 - 15, 2017 at the Marriott on the Falls Hotel, 6755 Fallsview Blvd., Niagara Falls, Ontario.

The keynote speaker is three-time Olympic medalist Silken Laumann.



15th Annual Mayor's Breakfast

The Mayor's Breakfast was hosted on May 25th at Caradoc Sands and was a sold out event. This event provided us the opportunity to pitch our campaign – "Take a Chance, Make a Change".

The Community Hero award was given to local businessman and huge community supporter, Don Windsor from Ricco Foods.

Law Enforcement Torch Run

On June 22, 2016, Middlesex Community Living, the O.P.P. Strathroy Detachment and the Strathroy Caradoc Police Services once again hit the pavement to raise money and awareness for Special Olympics.

A group of well wishers met at the O.P.P. office for a quick picture and some words of inspiration before the runners and bikers took off. They then went to the administration office of Middlesex Community Living to await the arrival of the runners. Once there, the crew at MCL cheered them on as they rounded the corner and busily handed out water bottles to help cool everyone down.

After a quick water break the runners were off again and heading to the finish line and the group BBQ.

Town Hall Flag Raising

The month of May was celebrated within our community in a number of different ways. We started with a Flag Raising on May 2, 2016 at Town Hall with Mayor Joanne VanderHeyden as well as at Ricco Foods. A commercial on myFM aired throughout the month promoting the role MCL plays in our community.

Take a Chance ~ Make A Change Pilot Project

Middlesex Community Living initiated a 7 month pilot project for trainees at the Mercantile. At the end of the pilot project, MCL expected that the lives of those participating in the pilot would evolve from a traditional model of "life in service" to an individually defined "life in community." The Take a Chance ~ Make a Change pilot started with people identifying what they would like to achieve in their life, and MCL worked with them to develop the supports and services they needed to get there. "Support" took the form of connecting people to services in the community and assisting with the development of skills that people needed to be successful.

Middlesex Community Living Nails It!

Middlesex Community Living participated in a Compliance Inspection conducted by the Ministry of Community and Social Services from April 12-14, 2016. The Inspection process is intended to identify, monitor, and manage compliance with legislation, regulation and policy directives of MCSS-funded services and supports for adults with developmental disabilities. The primary purpose of the inspection is to provide consistent expectations and to ensure high quality standards of care and safety for all adults with developmental disabilities.

The Compliance Officer reported that out of 280 compliance requirements, Middlesex Community Living had achieved compliance in 279 requirements. This result translates to a 99.6% success rate!!!

The Compliance Officer noted many strengths of the organization which included;

- quality of individual support plans – they contained a high attention to detail
- homes where service is provided were very clean, inviting and personalized – the homes expressed the individual personality of those living there
- the AIMS database system is a great tool and serves the agency well
- people receiving support are well connect and engaged with their community
- MCL provides a holistic approach to service
- support staff were professional and clearly cared about those they support and the agency and
- quality of management team – high attention to detail – very efficient

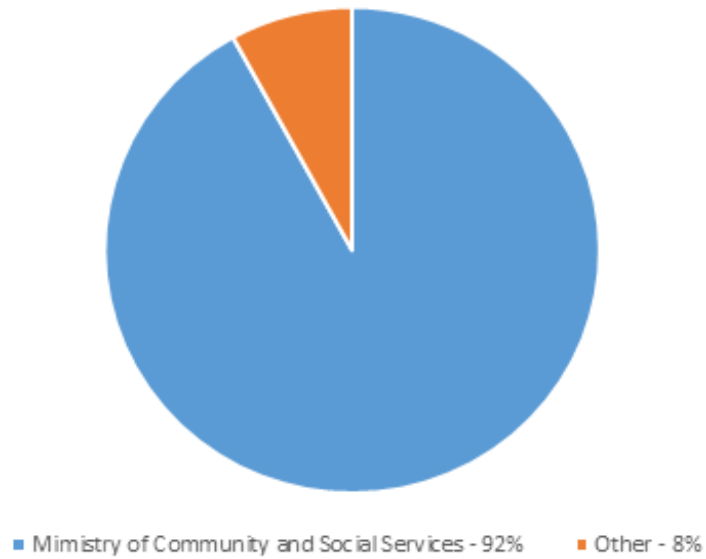
Professional Development Day

On October 12, 2016 MCL hosted a Professional Development Day. The focus of the day was to present and discuss MCL's transformational change initiative. The day was designed to provide updates on the transformational changes that have already occurred at MCL (closure of the Mercantile), how these changes align with Ministry objectives and how we came to these decisions.

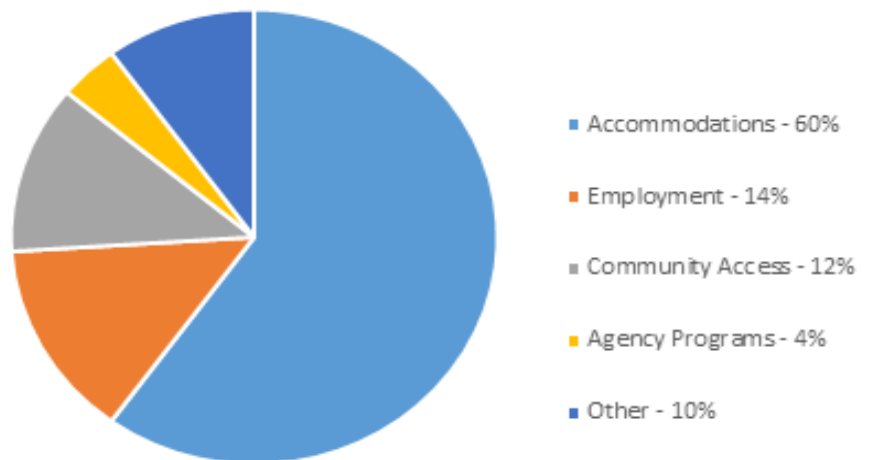
Feedback from the day was very positive. We also used this time to present staff with service awards for years of continuous service.

2016/17 Summary Financials

Revenue - \$6.42 Million

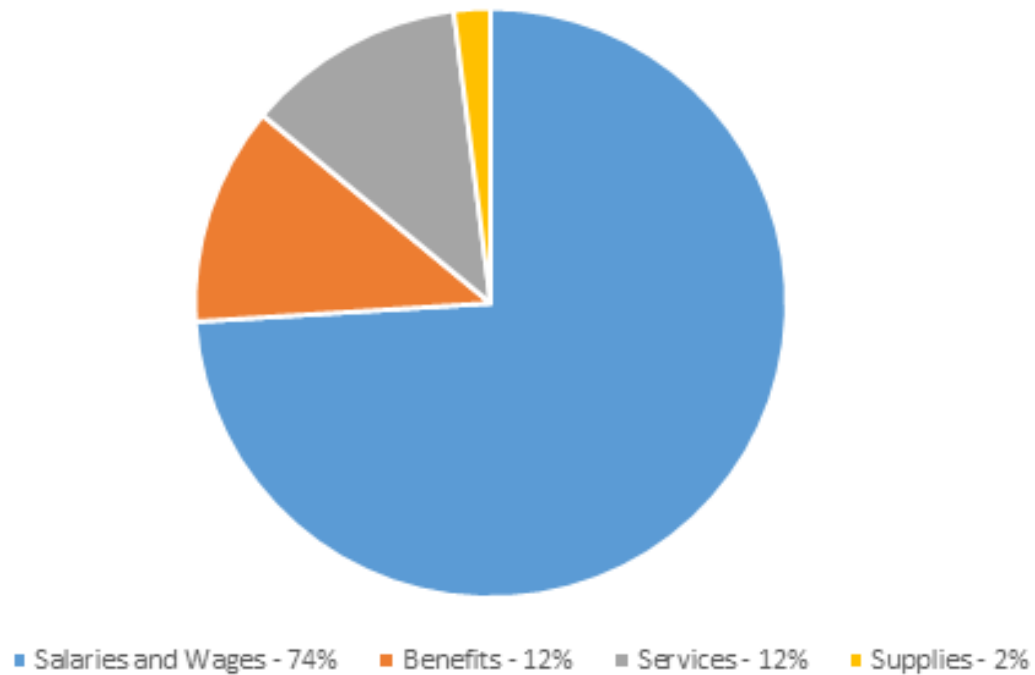


Expense by Program - \$6.26 million

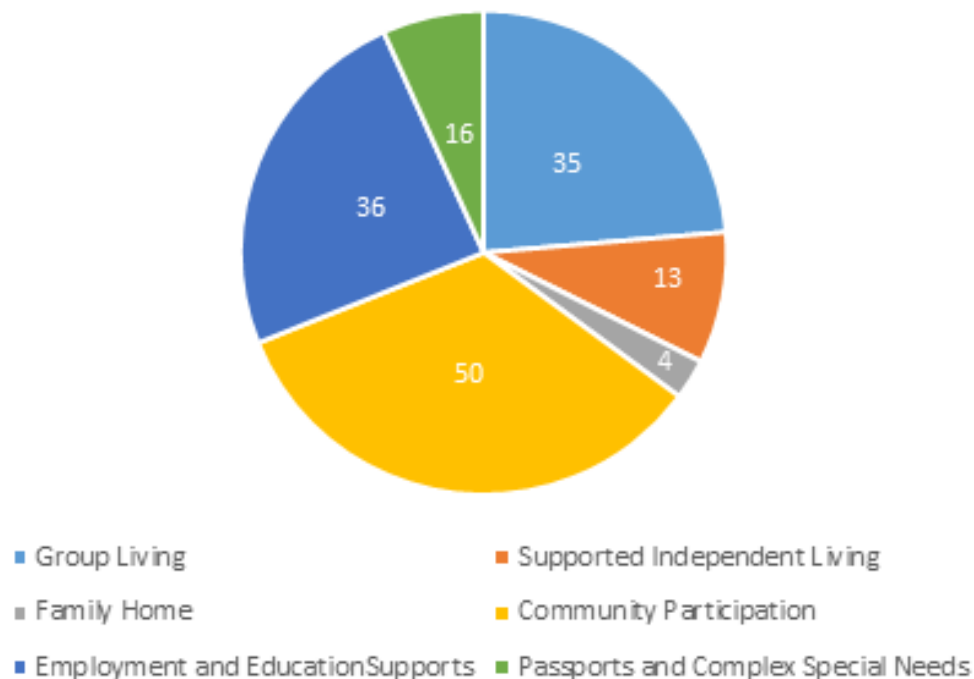


2016/17 Summary Financials

Expense by Category - \$6.26 million



How many People Do We Support?



2016/17 Management Staff

Executive Director	Sherri Kroll
Director of Operations	Lorna Beauchamp
Director of Human Resources	Maraika Doucet
Human Resource Assistant	Tonya Seddon
Director of Finance	Denis Havey
Manager of Public Relations	Sionainn Pryce-Hynes
Manager of Quality Enhancement	Maria Tzirakos
Manager of Support Services	Brenda Thomson
Manager of Support Services	Lisa McEachren
Manager of Support Services	Dawn Crook
Manager of Support Services	Jill Johnston
Manager of Support Services	Debbie Morpew
Payroll/Administrative Assistant	Marilee Campbell

Board of Directors

President - Mark Campbell	Vice-President - Cindy Ferguson
Treasurer - Mike Kresky	Secretary - Brenda Meulendyks
Directors - Nette Timmermans	Deb Winia
Patrick Moran	Nancy Fernandes-Giles
Jody Graham	Brett Denning

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