

JULY 2021

31st ANNUAL REPORT



**Mission Statement**

Providing quality, innovative, client-centred programs and services to enrich the lives of the individuals and families we support.

**Our Vision**

Where everyone feels valued, connected, included and empowered.

**Service Principles**

**Respect**

We believe that every individual has the right to their own values, beliefs and individual choices.

**Inclusion**

We believe that every individual should be accepted and treated equally as a valued member of the community and are entitled to participate fully and enjoy the same quality of life as all community members.

**Collaboration**

We believe in the importance of working collaboratively with our service partners to achieve the best outcomes for the people we support.

**Accountability**

We believe in being fiscally responsible and demonstrating transparency and ethical decision-making.

**Innovation**

We believe in developing an organizational culture that supports opportunities for learning, growth and development and values the contributions of the individuals we support, their families, the staff and the broader community.

**Message from the Board Chair and Executive Director**

Board Chair / Executive Director Report

This has been another extraordinary year for the Community Support Centre – Northwest when the world was faced with one of the worst healthcare crises in recent history. This of course, has had a direct effect on staff, clients and their families. In the wake of the COVID-19 pandemic, there is no better time to reflect on how far we’ve come as an organization. We have continued to work on our Strategic Plan informed by our over-arching goals within the broad categories of Service, Employees, Organization and Financial. While our priorities shifted during the pandemic, we remain committed to our key strategic priorities and work toward implementing efficiencies and quality processes.

In response to COVID-19, we developed protocols and procedures to keep everyone as safe as possible. We actively monitored provincial and federal updates and implemented the directives of the authorities throughout the pandemic. Unfortunately, it was necessary to close face-to-face direct service during periods of the Emergency Stay at Home Order. This resulted in a significant decrease in service across all programs during the year. We are proud of the resiliency of the individuals and families who weathered the experience without, or with limited, support services.

At this time, we are feeling a sense of hope and optimism as we enter the next stage of the Roadmap to Re-opening Ontario. As the pandemic continues, our response will change and adapt as required.

We have experienced an astounding challenge with recruitment this past year due to increased competition for qualified workers and the fact that other agencies in our sector are drawing from the same pool of skilled employees. This situation compels us to work towards developing creative strategies to improve both recruitment and retention.

In October 2020, the Agency and UNIFOR Local 324-18 agreed upon a three-year contract which will be in effect until July, 2023. Unionized employees in Dryden, Kenora and Fort Frances voted overwhelmingly in favour of the contract which impacts thirty members. We were very pleased with the congenial negotiation process and the outcome.

This year we made significant changes to the Christmas Cheer Program in order to ensure the safety of the hundreds of volunteers, our staff and program recipients. As we were unable to accept food or toy donations, financial donations were the only source of revenue to support the program. We made the decision to provide gift cards to replace food hampers and toys and gifts for the children. Local businesses, service clubs, partner agencies and community members surpassed our expectations with their generosity and we are extremely grateful. We raised sufficient funds to give the gift of Christmas to 293 families and 229 children.

The Community Support Centre-NW is continually striving to improve service quality and meet the needs of our clients. We identified the critical need for mental health services for those individuals with a developmental disability, particularly during the pandemic when people were experiencing heightened anxiety around the unknown. With short-term funding from MCCSS, we were able implement a brief service initiative to address and prevent mental health challenges for adults with a developmental disability and provide support services to their families. The program was very well received and we were also able to develop a resource lending library specific to mental health topics. These resources will be used by staff and loaned to parents.

It is with great appreciation that we acknowledge our funders, the Ministry of Children, Community and Social Services and the Ministry of the Attorney General – Victims and Vulnerable Persons Division. Our Program Manager and our Program Consultant always keep us well-informed and have been extremely supportive. We appreciate the confidence they have in the work that we do.

Thank you to our dedicated staff who make enormous contributions every day to enhance the lives of those we service. They are our greatest resource and we are grateful for their unwavering commitment, even during difficult times.

To the Board of Directors, we thank you for your support, expertise and guidance.

We look forward to the year ahead when we can get back on track with our service priorities and once again commit to the work that will ensure a promising future for the Community Support Centre-Northwest.

Respectfully,

Kim Douglas Debbie Dokuchie

Board Chairperson Executive Director

PROGRAMS and SERVICES

**Community Participation and Supports**

Connecting individuals who have a developmental disability to our community through recreation and leisure activities.

**Passport**

Individualized programs tailored to meet unique needs. Activities may include life skills training, health and fitness and developing social skills through community connections.

**Specialized Respite Services**

A fee-for-service program for children and youth. Provides respite services to families and foster caregivers involved with the Child and Family Services sector.

**Supervised Access Program**

Providing a safe and neutral environment for non-custodial parents to visit their children in a supervised setting. Services are provided throughout the Kenora and Rainy River districts.

**Christmas Cheer**

Assisting families in need of assistance due to limited finances. Christmas Cheer is a holiday toy and food distribution program accomplished through a coordinated effort of charities, businesses, community members and volunteers to accomplish this annual miracle.

**STAFF RECOGNITION**

Thank You for 20 Incredible Years of Service!

 

 Peggy Howard Kandi Strand

 Director of Finance & Service Community Connector

**LIVES TOUCHED**

Community Participation and Supports Passport

 29 Individuals Served 11 Individuals Served

 432 Episodes of Service 755 Episodes of Service

 1482 Hours of Service 1,801 Hours of Service

Fee for Service Programs

**5,918**

**Hours of Service**

 14 Individuals Served

 791 Episodes of Service

 2635 Hours of Service

* *Clients who live in congregate residential care*

*settings were unable to participate in service this*

*past year due to the COVID-19 pandemic. This*

*reduced the number of individuals served significantly.*

**SUPERVISED ACCESS**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Site | # of Visits Arranged | # ofVisits No Show | # ofVisitsCancelled | # VisitsHeld | # of ExchangesArranged | # of ExchangesCancelled | # ofExchangesHeld |
| Dryden | 114 | 9 | 72 | 33 | 51 | 16 | 32 |
| Fort Frances | 96 | 0 | 63 | 33 | 61 | 61 | 0 |
| Kenora | 46 | 0 | 43 | 2 | 15 | 8 | 3 |
| TOTAL | **256** | **9** | **178** | **68** | **127** | **85** | **35** |

* *The program reported statistics as per the requirements of the Ministry.*

*This included the number of arranged visits and exchanges and the*

*number cancelled as a result of the COVID-19 pandemic service closures.*

*A small number of families took advantage of technology to continue*

*supervised virtual visits through the Zoom platform when face-to-face service*

*was not an available option.*

FINANCIALS

Funding Sources

 MCCSS MAG Fee for Service Grants/Other Revenue

Ministry of Children, Community Ministry of the Attorney General

and Social Services Victims & Vulnerable Persons

Fee for Service revenue down by 47% as a result of pandemic service closures.

**Expenses**

(in dollars/rounded)

Thank You

Thank you to the following individuals, businesses and groups for so generously supporting the Community Support Centre’s Christmas Cheer Program this past year.

1st Choice Janitorial Supply

Alfred and Susie Juenke

Alish McKinnon

Allison Dove

Alterna Savings Staff

Andrea Van Patter

Andrew Tickner

Anna Dee Erickson

Anne Siciliano

Arnold Odell

B. Taylor Home Hardware Building Centre

Barb Callewaert

Barbara Smith

Barry and Thelma Sampson

Basic Machining Ltd.

BDO Canada LLP Charity Committee

Ben B. Zajarny

Bernice Braid

Blake and Debbie Latimer

Bob and Gail Malloy

Brad Woitowicz

Brian Burns

Byron and Christine Sherrard

Carl Bleich

Carolle Eady

Casually Hip

Catholic Women’s League

Charles Ryan

Charlie Barton

Chi Tran

Christine Slota

CIBC

COPE – Local 521

Creative View

Crystal Goodrich

Dana L. Cain

Danielson Family

David Kent Sinclair

Deanna Koval

Debbie Dokuchie

Debbie Trott

Deborah Keating

Diane McDonald

Domtar

Don and Jeri Tymura

Donald James

Doris and Vince Skillen

Douglas and Donna Smith

Downtown Auto Pro

Dr. Brian and Catherine Lockyer

Dr. Stuart and Judith Ford

Dr. Suzanne Lockyer

Dryden DEWRS

Dryden Fire Management (MNRF)

Dryden Full Gospel Church

Dryden Lion’s Club

Dryden Native Friendship Centre

Dryden Pharmacy Inc.

Dryden Police Service

Dryden Region Mental Health and Addiction

Dryden Rotary Members

Dryden Trillium Lion’s Club

Durance Resources Ltd.

Eagle Lake Band Office

Eagle Lake Fundraising Group

Ecole catholique de L’Enfant-Jesus

Edgar and Dianne Mason

Edward Jones Millionaires Hockey Club

Eleanor Hatch

Elsie Leonzio

Erna and Derek Gilmour

FIREFLY

First United Church

Frank and Gail Braun

Gail Goldrup

Gale E. Rettie

Gayle Saindon

George and Linda McNaughton

George and Lynda Stefanick

Gerald and Barbara Roussin

Gillon’s Insurance Brokers

Gould’s Furniture and Appliances

Graham Harrison

Heather Ames

Holly McGogy

Hoover Electric

IG Wealth Management

J & N Cryan Holdings Inc.

James Cochrane – BMO Nesbitt Burns

Janet and Dave Wilkinson

Jean Kellar

Jennifer McMillan

Joan Hatch

Joan Henderson

Joan Nazvesky

Joanne Lupien

Jodie and Ed Boyko

John McMaster

Joni Alexander

Joylyn Forsythe

Judy Chop

Judy Nickle

Kandi Strand

Karen Mazurski

Karen McDonald

Kathleen Doherty

Keith and Dianne Apland

Kenneth J. Nephin

Kiara Breanne Ladoucer

Kimberley Robinson

Laurie Sheilds

Leslee Lappage

Linda Dahmer

Lynne Young

Mabel and Ron Kokola

Marg Bonham

Margaret Reid

Marilyn Carlucci

Marlene Whiteside

Martin Pell

Mary H. Haight

Maureen Wall

Maxine Moulton

McAuley and Partners

Michelle Milanese

Michelle Teeple

Nancy Bolton

Nicole Ernewein

Nikki Zajarny

Norman and Jean Robinson

Nuclear Waste Management Org.

Olga and Dan Benjamin

Ontario Public Employees Union

Pat Hardy

Patricia A. Hardy

Patricia M. Vann

Patty Lyle

Peggy Howard

Philip Olson

Ray and Audrey Lafreniere

Richard Kusano

Rod and Linda Spalding

Roy and May McComb

Royal Canadian Legion Dryden Branch #63

Ruth Landry

Sandra Cox

Shannon Ouellete

Shannon Willis

Sharon Hallson

Sharon McGillivray

Sharon McKee and Ron Olson

Sharon Perkins

St. Lukes Anglican Church

Stephanie Thingstad

Steven Blair Contracting

Sunset Country Realty Inc.

Suntrac Contracting and Rentals

Susan and Harold Rabb

Susan Kobelka

Susan Pollock

Susan Shultz

Suzanne Wice

Tammy Wheatley

Terry Taylor

The Standard Insurance

Tibermax

TOPS

Trisha Lundstrom

Unifor – Local 324

United Church # 7

Valerie Tilley

Walter’s Auto Body

Wendy Wiedenhoeft

Willene Moffatt

Wilson’s Business Solutions

*This list reflects donations for whom a charitable receipt was provided. We do not have the ability to include those who donated cash without a name/address. We apologize for any accidental misspelling or omissions.*

**BOARD OF DIRECTORS**

Kim Douglas Chairperson

Carlynne Bell Vice-Chair

Shannon Wogenstahl Treasurer

Heather Corner Secretary

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Fort Frances: 807-274-0110

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[www.communitysupportcentre.com](http://www.communitysupportcentre.com)

  Community Support Centre-Northwest