

New Leaf: Living and Learning Together Inc.



Annual Report 2017 - 2018

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MISSION STATEMENT

New Leaf will offer an alternative to the endless pursuit of rehabilitation in an urban environment for individuals with a developmental disability and complex needs. New Leaf will endeavour to provide quality supports and services that offer a rural option to individuals with a developmental disability, dual-diagnosis, and/or other complex needs.

New Leaf will embrace the values of personal choice, dignity, social inclusion and self-actualization in all of our services and supports as we assist individuals to live, work and play as valued members of society and the community.

PRINCIPLES OF SERVICE DELIVERY

The fundamental beliefs and principles of service delivery that are the motivating force behind all decisions of New Leaf: Living and Learning Together Inc. are as follows:

Citizenship Rights

Individuals have all rights of full citizenship, regardless of their abilities or disabilities.

Respect for the Individual

Individuals have unique needs, goals and desires and should be treated with respect and dignity for their personal choices.

Individualized Planning

The personal goals and desires of an individual provide the direction for developing the services and supports provided by the organization.

Support for Families

Families play an important role in the lives of their family member with a develop mental disability and this relationship is recognized and supported.

Building an Inclusive Community

Individuals are supported in their efforts to participate in the community and New Leaf: Living and Learning Together Inc. will continue to advocate and pursue opportunities for inclusion.

Collaboration

Partnerships and collaborative ventures are essential to effectively and efficiently respond to the needs, goals and desires of individuals with a developmental disability.

Managing Change

Change is a necessary part of living and therefore the outcomes of the supports and services provided by the organization will be continually evaluated to respond to the needs of individuals as well as the emerging directions in policy, research and best practices.



2017/ 2018 Message from the President and the Executive Director

It is with a deep sense of pride and accomplishment that we look back on the fiscal year 2017-2018. It has been a year punctuated with change and growth. It has also been a year in which many of us have experienced personal loss both at a staff and resident level. We want to recognize those who have grieved a loss this year, and express our deepest condolences to staff, families, and friends affected by loss.

As an agency we have undergone significant changes within some of our departments that have led to better service delivery across our programs. In our maintenance department we successfully implemented changes to our schedule that allows for afternoon and weekend coverage. This important move has permitted our maintenance staff to better respond to issues in the programs as they arise. It has also dramatically reduced the incidence of after-hours emergency calls.

The maintenance department has also seen some changes to its management structure with Sid Till being promoted to Manager of Maintenance. Dave Thompson has also been promoted to the position of Maintenance Supervisor. The Executive Assistant role has been modified to provide support to the maintenance program. Sue Fleischman, in conjunction with Margaret Patrowicz from Finance, have together provided a new level of support to the maintenance department that has resulted in closer cooperation and departmental integration. Thank you to Sid, Dave, Sue and Margaret for their work on this change to the management process.

There have also been some important changes made to our centralized scheduling service with the move to seven days a week coverage. Having a scheduler in place seven days a week has significantly reduced the stress on the on-call managers. It is a very difficult job ensuring ongoing staff coverage 24 hours a day every day of the year across all of our programs. The work of our scheduling department and on call management staff has been outstanding. These changes will assist greatly in ensuring that our staffing needs are consistently met in a more responsive manner every day of the week.

We are proud of the fact that we have successfully transitioned our grocery and supply tasks from a centralized system to a more responsive decentralized system. This move has been well received by our front line staff and the people we support as it has allowed for more personalized choice,



participation and independence at the level of the individuals in our homes. We are extremely pleased with the successful outcome of this change process. Change is difficult, but each manager and their staff have done an admirable job to ensure that this important change goal was achieved.

This year we also experienced change to our management team. It is a bitter sweet experience when staff in management roles move on, either through retirement, or other career opportunities. On the other hand it allows us to welcome and develop new leadership at our agency. It also provides opportunity to promote new and upcoming leaders from our staff body. These new leaders come with fresh perspectives, new ideas and energy. This year Ricki-Anne Reid was recruited to join our senior leadership team as Director of Services. Ricki-Anne comes to us with a number of years of experience in our sector, many of those years spent in senior leadership roles. We have also promoted and recruited two new managers. Colin Lang was promoted to the position of Manager of Community Participation Supports, and Jennifer Corrie was recruited to join our team as a Residential Manager.

This year New Leaf was privileged to receive two community awards. Our agency was nominated and selected to be the recipient of the Newmarket 100 Women Who Care fund raising campaign. This year the 100 Women Who Care raised \$10,000 for New Leaf. This was the largest annual donation to date for the 100 Women Who Care. We are honoured to have been their chosen charity recipient.

This year New Leaf won the East Gwillimbury Chamber of Commerce Spirit of Success Business Award. We are honoured to receive such recognition from our local chamber of commerce members.

New Leaf, once again, has successfully met all requirements under the Quality Assurance Measures regulation. This is a legislated requirement under Ontario Regulation 299/10 and part of the Act governing services in our sector.

Sector wide, there have been a number of changes that will impact how we do business in Ontario. Our staff have been working diligently with the Ministry to implement the new vacancy management system know as DSCIS V6. We have spent countless hours ensuring the new system is operating properly at New Leaf. Secondly, MCSS (Now MCCSS) has mandated changes to the local community planning process through the development of Regional Planning Tables. The new processes related to this change will impact the way
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**2017/ 2018 Message from the President
and the Executive Director (cont'd)**

community tables plan services. We are working closely with our community partners and the Ministry to successfully realize the goals related to this system planning change. Finally, the most significant change affecting our sector is the cost implications of Bill 148, (that has since become law in Ontario). This legislation aims to update and make reforms to the Employment Standards Act. These changes will have significant cost implications to agencies working in our sector. There is still a level of uncertainty as to the full fiscal impact of these reforms on New Leaf, but it will be in the tens of thousands of dollars. We along with other agencies across the sector are working with government to address the cost implications of the legislation. As Jim Thompson has pointed out in his Treasurer's report "We do not disagree with the thrust of the reforms. Rather we feel that it is a funding issue, and that the changes need to be appropriately funded."

Finally, as we look at the services and supports provided by New Leaf this past fiscal year we see residents engaged more fully in their communities. We see countless examples of where the people we support have been able to realize their dreams and reach their personal goals. This after all was the vision of our founder, Stan Smith, and we are proud to have been able to continue to realize his dream and legacy, which is New Leaf.

In closing, we would like to thank our dedicated team of staff and management for ensuring Stan's dream continues, and for ensuring that the needs, wishes and dreams of the people we support are realized. Thank you also to the Board of Directors who have freely given of the talents and time to provide leadership and good governance to our agency.

Sincerely,

Charles Dyer, President and Ron McCauley, Executive Director.





Treasurer's Message

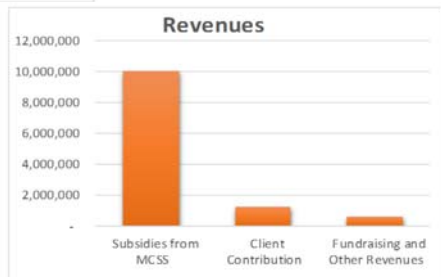
This past fiscal year presented management staff with a number of challenges. There was great uncertainty related to the fiscal implications of Bill 148, the reform of the Employment Standards Act. There was a lot of media attention about the increase in minimum wage, but for our sector that was not the most serious concern. The potential impact of the changes, once fully implemented will be in the tens of thousands of dollars. We do not disagree with the thrust of the reforms. Rather we feel that it is a funding issue, and that the changes need to be appropriately funded. We know that government has heard our concerns, and that they are working collaboratively with the sector to limit the financial impact of the new legislation.

We would like to recognize MCSS (now known as MCCSS, the Ministry of Children, Community and Social Services) for their continued commitment to our sector. This year we received over \$75,000 in additional one-time funding to help address some of our important infrastructure needs.

Once again our finance and management staff ensured that the agency ended the fiscal year in the black. I would like to thank our dedicated management team for their competence and commitment. Thank you also to my fellow Finance Committee members for their time and skills spent in the service of New Leaf.

Jim Thompson

Treasurer, New Leaf Board of Directors



The Year in Review



Community outings are numerous, including computer club at the library, date nights, drum circles, Good Will Day at the Highland Yacht Club, grocery shopping and more.



The Year in Review



As always, our annual Christmas celebration is a huge success featuring our amazing choir and, of course, Santa and his helper.



The annual New Leaf swim meet was another great success this year. Many personal bests were rewritten this year. Congratulations to all participants.

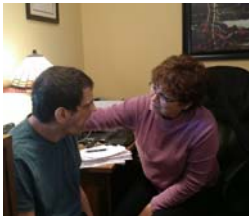


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Mr. and Mrs. B. Simmonds
Smartmeds Pharmacy
Smith, Sykes and Leeper Management
Mr. Peter Smith
Special Olympics Ontario—Newmarket and Area
Mr. and Mrs. P. West

New Leaf has also received numerous memorial donations for which we are most appreciative.

THANK YOU!



For more information about
New Leaf, please visit our
website at
www.newleaf.ca

Thank you.