

Annual Report

2015-2016



lcads

One person at a time.



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LCDS BOARD OF DIRECTORS, 2015-2016

Officers

Adrian Vermeiren	President
Tony Hogervorst	1st Vice-President
Kari Lupton	2nd Vice-President
Frank Backx	Treasurer
Greg Bond	Secretary

Directors

Gordon Bregman	Director
Kelly Butler	Director
John Douglas	Director
Orrin Farr	Director
Frank Huybers	Director
S. Jane Joris	Director
Helen Ollerenshaw	Director
Jennifer Salaris/Ruth Gallant	Staff Representative

VISION

All people will have the freedom, support and advocacy to pursue their dreams and aspirations.

MISSION

Lambton County Developmental Services (LCDS) is a network of people, working together to provide support for people with developmental disabilities in pursuit of their life dreams.

ETHICAL VALUES

LCDS is committed to providing services that:

- Ensure basic needs are met in a safe and secure environment.
- Promote opportunities to develop and maintain meaningful relationships.
- Promote opportunities and choices.
- Educate people regarding rights and responsibilities.
- Are self-determined.
- Empower people.
- Encourage and inspire community participation.
- Educate and support the community to share the Vision.
- Are innovative and flexible.
- Ensure resources are utilized in an accountable and responsible manner.

As a professional support service organization, we believe in:

- Service excellence.
- Quality of life for all people.
- Flexible and adaptable support services.
- Courtesy, respect, dignity and consideration for all people.
- Community inclusion for all people.
- Marketing and promotional activities that are consistent with the Vision, Mission and Ethical Values.

Message from the President and Executive Director

To say 2015-2016 was an easy year for LCDS would be a huge understatement. The organization experienced some major changes within the LCDS family. The passing of our long term employee and Executive Director, Candace Burchart-Etienne challenged the organization emotionally to carry on. The retirement of Mary van Delft, Manager of Administrative Supports, the unofficial quarterback of the organization and the departure of Adelle Stewardson, Manager of Fund Development, for another employment position shook the organizational structure. In spite of these major challenges and adjustments, LCDS showed our resiliency and fortitude and did what LCDS has always done for the past 60 plus years, we rose to the challenge and persevered.

LCDS achieved a successful MCSS Compliance Review in June 2015 followed by a fourth consecutive 3-year CARF Accreditation in February 2016. LCDS carried on the 4-D Re-Design Process started by Candie in 2014. The Re-Design Process has now moved into the Design Phase of the process with the goal of beginning the implementation phase in January 2017. In addition, the organization in the fall of 2015 introduced a new client database system called AIMS, which required training of all staff on the new system beginning in January 2016. A tremendous undertaking, but once again LCDS rose to the challenge. In January 2016, Habitat for Humanity asked the LCDS Board of Directors to partner with them in the building of a new home in Sarnia for two young men with a developmental disability. The Board of Directors readily agreed and the construction of the home started in April 2016 with a projected completion date of late September 2016. In addition to the Habitat Home in Sarnia, LCDS will also be partnering with Habitat to build another home for the organization in Corunna in 2017.

Overall, a very busy and challenging year but also a very successful year. Our success is the result of the many families, volunteers, employees and community partners who give generously of their time, knowledge and support. We are blessed to have a very dedicated and committed Board of Directors who consistently provide guidance and support to all staff in our pursuit of LCDS's vision. Unfortunately, Orrin Farr, after serving two 9-year terms on the Board, will retire from the Board of Directors. We wish to extend our sincere appreciation to Orrin for his dedication and commitment to the LCDS Board of Directors during the 18 years he participated on the Board and wish him all the best in his future endeavours.

To all of our employees, we wish to acknowledge the exceptional job you do each and every day in the provision of supports to the individuals and their families. We thank you for choosing to be part of the LCDS family.

To our families, we thank you for choosing LCDS to support your sons, daughters, sisters and brothers. We are humbled and honoured that you have entrusted your loved ones to our care.

Finally, to our community partners, we wish to thank you for your continued support throughout the past year for our many events, including, but not limited to, our Valentine Auction, our annual Golf Tournament, and Fusion - A Discovery of Local Food, Wine & Craft Beer.

Thanks for another great year.

Sincerely,



Adrian Vermeiren
President



Tom McCallum
Executive Director

Dreams - One Person at a Time

Happiness Is Fulfilling Our Dreams



Beth Bright's sister reports that Beth has always loved animals. In fact, Beth and her home share provider both really enjoy dogs. They often have 3 or 4 dogs in their home because they love to babysit others' dogs, along with the two dogs that already live in their home. Beth babysat a dog that became very close to her. The dog was gentle and kind and liked to sleep with Beth. This helped Beth to have a full night's sleep.

These two ladies took the sadness of losing one of their beloved dogs and replaced it with happiness. Karen and Beth decided it was time for Beth to purchase her own dog. They went shopping and traveled a fair distance to purchase the perfect dog for Beth. Beth pays and accepts full responsibility for this dog. They named her Gee-Gee and now Beth has another friend to keep her company at night.

Congratulations to Beth on her new friend!

Doug Smith - Volunteer Award



Doug Smith was nominated by Meadowview Villa for a 10-year Ontario volunteer service award and received the award on April 13th, 2016, at the Dante Club in Sarnia. Doug has been volunteering at Meadowview since 2006. Doug is a valued volunteer at the administration office at Meadowview and has been carrying out office tasks every Friday morning. It is not uncommon for the office staff to bring Doug Tim Hortons and other assorted treats. When Doug has not been able to attend Meadowview due to illness or vacation, the office staff go out of their way to let Doug know how much he is missed. Congratulations, Doug, well done!



My Garden

Debbie Ingold was raised on a farm, and did a lot of outdoor work and gardening. To make her home truly hers and bring back fond memories, we built a little above-ground garden in front of the kitchen window. This year, Debbie has successfully grown tomatoes, peppers, sage, oregano, kale, onion and cabbage. She has been able to share these delights

with her roommates, through delicious healthy salads. She hopes to make some salsa in the future for everyone. Yummy!

Patricia King's Trip to Cuba 2016



March 23, 6 AM and we're off to the airport. Look out Cuba, here we come! Patricia has visited Cuba, or "Cooba" as she calls it, a few times now. That never takes away from the excitement of going again! Patricia set off for Cuba on March 23rd. Patricia made many friends over the span of her holiday. She made friends from London, Holland, and Cuba. She visited the market many times and enjoyed sitting outside with a tasty Sprite ("No rum, please!"). Patricia has said that the favourite part of her trip was going to see the dolphins. She chose not to swim with them, but she loved watching them. She especially enjoyed the dolphin show. Every day ended in the lobby having a coffee before heading off to bed to rest up for the next sun-filled day! They all had a fantastic time and will have many treasured memories for years to come.



Gordon's Graduation

After two long years of studying and hard work, it has finally all paid off! Gordon Bregman can now announce that he has successfully received an Ontario College Certificate in CICE (Community Integration through Co-operative Education) from Lambton College. This is a big celebration as it has been a goal of Gordon's. Now Gordon heads into his second chapter of searching for his dream job. Congratulations, Gordon, and good luck on your journey.

People Who Have Made a Difference in Our Lives

Karen (Kerry) Wilcocks

November 12, 1958 - January 6, 2016



If you had the pleasure of knowing Kerry, it is certain you have a story in mind that brings a smile to your face. Kerry was famous for her one liners, great sense of humor and high fashion sense. She had a big heart and would do anything for those that she loved, especially her family.

Kerry grew up in the country just outside of Thedford on a farm. As she grew older she made her way to Forest with her family, later living on her own. Kerry was a very independent and determined lady. She knew what she wanted and she went after it! She always took great pride in living her life the way she wanted.

It was important to Kerry to have a meaningful day which included putting in a day's work. For many years she worked in the Community Skills Development kitchen later utilizing her cleaning skills at Forest Community Connections for a number of years. Kerry always looked forward to that paycheque so she could go shopping!!

Kerry had a love for animals. She grew up with dogs and being around them put a big smile on her face. Although having another dog was always Kerry's dream she found love in caring for her birds. Kerry would have upwards of 5 birds at a time and she just loved their company and singing.

As the years went by Kerry was unable to live in her apartment any longer. After a short period of time living in Petrolia at Fiddick's Nursing Home, she was able to move back to Forest where she could be nice and close to her parents, Murray and Lola, once again. Kerry spent her last years at the North Lambton Lodge where she died peacefully on January 6, 2016. Kerry will be remembered for years to come through the stories, pictures and memories that are often shared.

Wanda Lashbrook

December 5, 1946 - December 5, 2015



To everyone who had the pleasure of supporting Wanda, you can certainly agree that Wanda made an impact on you. Wanda was a very compassionate person who often showed her gentler side to her roommates, but saved her more zealous spirit for the support workers. Not a day would go by that Wanda didn't manage to keep everyone on their toes. It would be an understatement, that Wanda was a very determined lady. Wanda taught everyone how to be patient and her fun attitude was very

contagious! Many times, Wanda would laugh and dance around the house and would leave everyone wondering what was going to happen next.

In the small Brigden community, Wanda was very well known. Many times, Wanda would go to visit with the corner variety store workers and help herself to a bottle of coke and a Reese's peanut butter cup! There were also times when she would drop in to the house next door for an unannounced visit!

Wanda's memory will forever live on with those people who were fortunate to have known her.

People Who Have Made a Difference in Our Lives

Hayley Ellen Sutton

November 20, 1980 - February 28, 2016



Hayley Sutton was a 36 year old young woman who participated in the Community Skills Development program, 3 days a week. She also had many friends with Community Living Sarnia Lambton where she attended the Activity Centre. Family was of utmost importance to Hayley, especially when she shared her excitement about family activities. She was a much-loved daughter, sister, aunt and cousin. She was very active in her community with Black Top Baseball, shopping, travelling, skiing and other social events with family and friends. She will be missed by everyone who knew her.

Candace Irene "Candie" Burchart-Etienne

December 14, 1961 - July 3, 2015



Candie, a fresh graduate from the University of Guelph with her Bachelor of Applied Science in Family and Consumer Studies, joined the LCDS family as a residential support worker at the King Street Residence in Forest on April 24, 1984. It is not surprising that in her very first performance review she wrote: "For now I am satisfied with my position, however, my goals are set higher for future". And higher she went!! In 1986 she was promoted to Assistant Supervisor, in 1987 she was promoted to Supervisor, in 2000 she became Human Resources Manager, in 2003 she became Director of

Organizational Development and then in 2013 she was hired by the LCDS Board of Directors as Executive Director. Again in her own words: "My career has unfolded at LCDS with opportunities that I never could have imagined when I started in Forest in 1984". For those of us who worked alongside Candie for up to 31 years, no one was surprised. Her patience, compassion, inclusive style, honesty and ethics made her a perfect fit for each one of these steps in her career. Her strength, fortitude and courage, but mostly the support and love from her family and friends helped in her fight against cancer which she succumbed to on Friday, July 3, 2015. During her long career at LCDS and this sector as a whole, Candie committed herself to quality services for people with developmental disabilities and to a strong supportive work environment for all employees. Candie will be irreplaceable in LCDS but her legacy will carry on for many, many years to come. She is missed!

“When someone you cared for becomes a memory, the memory becomes a treasure.”

- Author Unknown

Improving Organizational Performance through Learning and Development

Training and Development: Investment or Expense?

Training and development are the most important ways that performance can be improved in organizations. Training refers to the formal process and planned efforts that help people learn to do their current job better. Development, on the other hand, refers to formal and planned efforts to prepare individuals for promotions, future jobs and additional responsibilities.

At LCDS, employee training and development continues to be an area of top priority. This investment results in many benefits for the organization, employees and society in general. The LCDS training program helps facilitate strategic goals, increase effectiveness and improve employee recruitment and retention. Employees benefit through the acquisition of knowledge and skills, improved performance, greater self-confidence and sense of belonging. The 2015 LCDS Satisfaction Survey indicated that 88% of employees had the opportunity to grow and develop at work. Some people may also argue that training extends beyond the workplace and into the community in general. It has implications for public health and safety and creates an educated population that benefits the overall economy.

In order to reap the benefits, organizations must invest in training programs and continually develop people. LCDS continues to place emphasis on the importance of training and development, as illustrated in the chart below. The LCDS training program is broken into two categories; Mandatory Training and Professional Development. The training requirements differ depending on job type and responsibilities.

TRAINING STATISTICS AT A GLANCE April 1, 2015 to March 31, 2016

Number of times employees accessed external training events	298
Number of mandatory training hours for new hires during the first year (direct support employees)	63
Number of mandatory training hours for new hires during the first year (non-direct employees)	14

Technology continues to have a profound impact on the way we access training. More online learning is occurring than ever before. E-learning provides unlimited access to all types of training, anytime and anywhere. Access to webinars, video conferences, and e-learning, has enabled LCDS to enhance the training program in a cost effective manner.

LCDS's training program is also affected by internal events and circumstances such as the changing needs of the people we support, ministry directives and changes in legislation. This year LCDS provided additional staff training to promote the understanding of mental illness with 46 employees receiving certification in Mental Health First Aid. This training was made possible through a grant received by the Southern Network of Specialized Care. Health and safety certification training was also a major training investment. All LCDS management staff and health and safety representatives completed the Ministry of Labour required courses. The agency's ongoing commitment to learning and development is an investment that benefits the people receiving services, the employees and it sets us apart as a leader in the sector.

Submitted by Karen McClintock
Manager of Learning and Development

“Learning is a treasure that will follow its owner.”

Improving Organizational Performance through Learning and Development ...cont'd

AIMS

(Alliance Information Management System)



Through a joint financial commitment between LCDS and the LCDS Foundation, we were able to purchase and implement AIMS (Alliance Information Management System). AIMS will provide staff with a user-friendly, web-based system of data input and collection. Providing the tools staff require at the tip of their fingers (such as medication management, incident/SOR reporting, Life Planning, historical data, etc.) allows support teams to be more productive and effective, which in return is great for time management. AIMS will also keep information current and central, providing support teams the ability to see and share service activity notes and ensure continuity of supports across the agency, enhancing clarity of service for people supported.

There are three implementation phases that began at the end of June 2015 with the final phase ending April 2016. These phases include consultation, implementation and training. AIMS will assist LCDS in ensuring that as the capacity for providing innovative and flexible services builds, the quality of services is maintained and enhanced for people.

Resource Room: Continues to be a "Happening Place"



The Resource Room continues to be a popular place with more and more people loving to come to class each day. In Science Class we have added a hands-on aspect to learning about the life cycle of a plant by actually planting the seeds and caring for plants as we watch them grow.

Book Club continues to be a favourite where many participants are enthralled by stories such as *Harry Potter*, *Anne of Green Gables*, *The Lion*, *The Witch and The Wardrobe* and *Oz*. A new addition to the class schedule is Canadian Government. Participants have studied the history of our National Anthem, our flag and other Canadian symbols as well as learning about our new Prime Minister, Justin Trudeau. We have also started to explore the different levels of Canadian Government (Federal, Provincial and Municipal) and what each level is responsible for. This class has been surprisingly popular!



We look forward, with excitement, to several upcoming field trips to the Science Centre in Toronto, a theatre production of *The Lion*, *The Witch and The Wardrobe* in Stratford as well as a return visit to Pelee National Park.

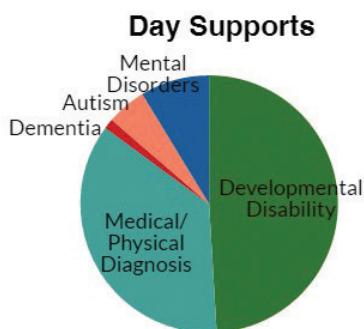
*Submitted by Ruth Gallant,
Learning and Development
Resource Worker*

Outcomes Management

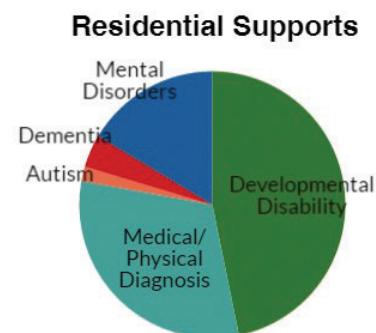
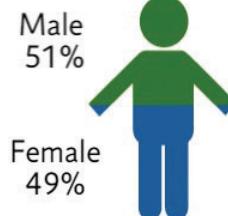
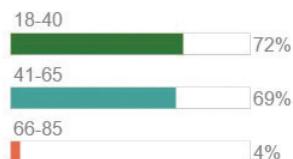
The Numbers Behind the Quality at LCDS April 1 2015-March 31 2016

Submitted by: Carla Alway
Quality Assurance Manager

Demographics - LCDS Supported 140 people in 2015/16



Age Range



Satisfaction of Services

People Supported



Family



Employees



Summary of Results & Trends

The overall responses and results regarding satisfaction from all LCDS stakeholders were high. Surveys were completed by people supported and families after Life Plan gatherings and employees completed an online Satisfaction Survey in Nov. 2015. Areas to improve upon include: communication to employees and families, employee recognition and community involvement for people we support.

Action Plan:



Continue providing open forums for families, employees and advocates to create a culture of trust.
Increase staff recognition by engaging the EARS Committee to discuss staff recognition & establish goals

Outcomes Management ...cont'd

Effectiveness of Services



Summary of Results & Trends

While most employees have completed all training, the challenge seems to be in keeping all this training current. LCDS offers online and in class methods of training. These scores have remained relatively the same since last year. The percentage of staff current in all mandatory training is higher for the online training as compared to in class training.

A focus for LCDS has been supporting people to find meaningful days and valued work. Being paid a competitive and fair wage shows there is value in the work. The total number of competitive employment placements remained basically the same in 2015/16 (from 152 to 153).

Measuring Goals achieved is a new measurement this year. It is hoped that the number of goals met lead to a positive outcome for the person in creating a more meaningful life.



Action Plan:

- ▶ Increase accessibility to online training for all employees as well as adapting in class training curriculum as an online option where possible.
- ▶ Increase partnerships with community members and increase resources for employment opportunities and services in all parts of Lambton County.
- ▶ With the implementation of AIMS data management system, goal tracking and updating should be streamlined. All staff will be able to document in each person's records when action steps are worked on therefore tracking how far along each goal is in their Life Plans.

Outcomes Management ...cont'd

Efficiency of Services

Employee Turnover Rates

Regular: Actual 10.4%
Target: <2%

Casual: Actual 26.4%
Target: <15%



Current Life Plan



Target: 92%

Summary of Results & Trends

Life Planning has shown a steady improvement over the last few years. This perhaps can be attributed to changes in the Life Planning Procedures, and availability of Life Plan Resource Workers to facilitate Life Plan gatherings.

Data collection on employee turnover reflects continuity and consistency in service delivery. High turnover rates are costly to the agency and possibly indicate dissatisfaction. The scores in this performance indicator remained relatively the same since last year.

Access to Support Services

of times
Employees
accessed
external
training

298 x



of times people
supported
participated in
learning
opportunities

7,250 x

Summary of Results & Trends

In addition to keeping mandatory certifications up to date, employees in all positions are encouraged to participate in other opportunities that will assist them to remain current in their profession and expand their repertoire of skills. There was a significant increase in this performance measurement this fiscal year.

Many people have had the opportunity to participate in educational and skill building sessions (i.e.: literacy, sign language, math, science). This number has increased significantly as well this year and it is hoped that these opportunities continue to increase over time with the development of more resources.

Action Plan:

- ▶ Increase staff retention by decreasing our turnover rate by 5% through: establishing a set orientation for new employees, establishing a set schedule for casual employees, encourage a culture of internal transfers and finding the best fit for each hire.
- ▶ LCDS has just implemented AIMS (Alliance Information Management System) as a client database. Over the next few years it is our goal to have information more streamlined and available to everyone involved in supporting a person in order to complete and update Life Plans in a timely manner.

Outcomes Management ...cont'd

Business Performance Indicators

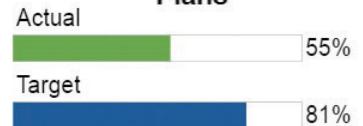
Summary of Results & Trends

LCDS had another successful year with our planned major events. The Fusion Food & Wine Show, Golf Tournament and Valentine Auction brought in proceeds of over \$124,000.00! Generous donations through the Pork BBQ, Huron Cove, and contributions made through major gifts catapulted the total funds raised this fiscal year to \$191,000.00!



Employees that continually develop and identify performance goals means the organization will have a healthier workforce with employees who have a multitude of skills. The employees themselves will be more fulfilled as they are able to grow and develop in areas that are both important to them and to the supports they provide. This performance target continues to be a struggle for LCDS.

Performance Development Plans



LCDS has changed the way we report our Social Enterprise, the biggest change being that we are now including MCSS Funding allocated to Catering by Kitchen Creations in our projected/actual totals. On that note, the MCSS funding allocated to Catering will continue to be cut by 10% each fiscal year.

Everyone has the right to work in a safe environment. Employees who feel safe and free of risk to their health and safety can be more effective at work. Lost time accidents can cost the agency thousands of dollars in claims; money that would be better utilized in services. In 2015/16 there were 9 work injuries resulting in 12.5 days lost time; a significant increase from last year.



Lost time accidents: 

- Action Plan:**
- ▶ Increase the completion rate of performance evaluations to 81% through: establishing consistent performance development practices and continuing to offer and create training opportunities that will develop our present leaders along with our future leaders.
 - ▶ With the recent completion of Ministry of Labour certification training for Managers and Front Line Support Staff it is anticipated that this increase in knowledge and competency around H & S will decrease the number of lost time accidents and maintain a healthy workforce.

Our Dedicated Employees

It has been a busy year for our employees with lots of activities and changes. In order to create fairness and equity to all positions within LCDS, we utilized MCSS wage enhancement funding to establish a five-step wage grid for all positions, which included our 2015 Pay Equity obligation. This meant that the hourly rate of a full-time direct support worker at the top of the grid received a ninety-five cent per hour increase after four years with no increase. This will help us to retain the high caliber staff we have and reduce our turnover. On November 17, we recognized forty-seven employees who had committed from ten years to thirty-five years' service with LCDS. In total, that is 835 years of experience! It was a wonderful event with lots of stories spanning the years. We have expanded our Accounting Department by adding Tracie Bennett as our new Manager of Finance, along with having an additional eight full time direct support positions as we attempt to create more full-time positions. We have expanded our EAP program to all employees after one year of service. In our attempt to streamline processes throughout LCDS, all employees were given their own email address and we established a consistent on-boarding process with all of our new hires. In our annual employee satisfaction survey, 91 % of our employees are overall satisfied with their jobs, - this was a slight decrease from last year's 94%, but it just means we need to continue working with our employees to make LCDS the best employer in the county!



35 YEARS
Rita Paget



30 YEARS
PRESENT: Clare Hyatt, Paul Gordan, Mary Quesnel, Stephen Strangway, Lorrie North
ABSENT: Beverly Cartier



25 YEARS
PRESENT: Sandra Stewart, Jerry Knight, Ben Iannozzi, Valerie Vaillancourt
ABSENT: Carla Alway, Carol Batson-Harse, Kim Clark



20 YEARS
PRESENT: Stephanie Allan
ABSENT: Michelle Griffin, Karen Simpson



15 YEARS
PRESENT: Elizabeth Campbell, Jane Kazuk, Michelle Vansickle, Katie Joy, Donald Kettle, Tina Smit, Lori Wilcocks, Keri White, Kelly Letourneau
ABSENT: April Freer, Michelle Fuoco, Kim Manning, Sharon Robinson, Brenda Wilson



10 YEARS
PRESENT: Amanda Andriash, Danny Robertson, Mike Paget, Lindsay Fiddick, Kevin Ireland, Rob Conrod
ABSENT: Brian Aitken, Karen Barry, Sarah Duplisea, Linda Johnston, Barb Lightfoot, Angela Pettit, Patti Popelier, Sarah Thomas, Sarah Watson

Property - Health and Safety Report

“It’s hard to beat a person who never gives up.”

- Babe Ruth

The Property and Safety Departments of LCDS continue to support a total of 27 properties located throughout Lambton County (Petrolia, Corunna, Brigden, Oil Springs, Alvinston, Oil City, Wyoming, Forest and Watford), including residential homes and apartments, drop-in centres, employment facilities, a laundromat and offices. The LCDS fleet of vehicles remains at 15 total vehicles ranging from wheelchair accessible buses with lifts and mini-vans. The LCDS Vehicle Committee has been active in exploring vehicle options that will serve the people we support moving into the future.

The goal of the Property and Health and Safety Department continues to be to ensure that all the LCDS owned properties, vehicles and policies and procedures meet (and/or exceed) the CARF, federal, provincial, municipal and our own high standards for property/equipment maintenance and safety. All this while providing valuable resources to support staff and people supported so that safety in everything they do remains a priority. The agency should be commended for attaining another three-year accreditation from CARF - hard work, diligence and dedication to providing excellent service has been rewarded again!

Once again, we were extremely fortunate to be able to take advantage of available MCSS infrastructure and dedicated supportive housing funds (to have some much needed work completed and equipment purchased) this past year. Some of the highlights include: the installation of sprinkler systems at Maple St, 448 1st Ave and Brigden Road; roof/fence replacement at 448 1st Ave; kitchen cabinet and counter replacements at Aniline St; and laneway repairs and levelling at many locations.

The LCDS Foundation Board has been vital in assisting in providing the funds needed for two mini-van replacements, storage options for our ever-growing and successful fundraising events and a snow blower for Petrolia Enterprises. We look forward to working with Breanna Thompson and the Foundation Board as we venture into a new fiscal year. Thank you for your dedication and support to LCDS.



Habitat for Humanity

What more can be said of partnership and collaborative efforts with Habitat for Humanity Sarnia-Lambton? We have just entered into another partnership that will see LCDS assist the Hastings and Hutchinson families in realizing a dream come true when Ryan and Adam receive their new home in the fall of 2016. Talks are already underway for a build in 2017!

I would be remiss if I did not mention how truly fortunate we are to have such a dedicated base of support staff, volunteers and families that contribute to our success in so many ways (many times behind the scenes with little fanfare or need for recognition). A heart-felt thanks to all for all you do - your efforts are graciously appreciated.

Finally, a very special thank you to Greg With for his dedication and commitment to the safety of the entire agency - thank you, Greg, for all you do.

Respectfully Submitted,

Nick Salaris
GM - Property
LCDS

LCDS Foundation Report

The LCDS Foundation Board of Directors continues to develop Fundraising and Fund Development policies, plans and guidelines. The LCDS Foundation is a separate entity from LCDS and carries out fundraising and fund development activities to raise gifts exclusively to support the ongoing mission of LCDS.

The long-term goals of the Foundation are:

- To raise funds to maintain Capital Investments and ensure quality standard of living for people supported
- Develop and grow an Endowment Fund
- Raise funds to facilitate the achievement of personal goals and dreams
- Creation of a Respite Fund to be used to develop new respite opportunities

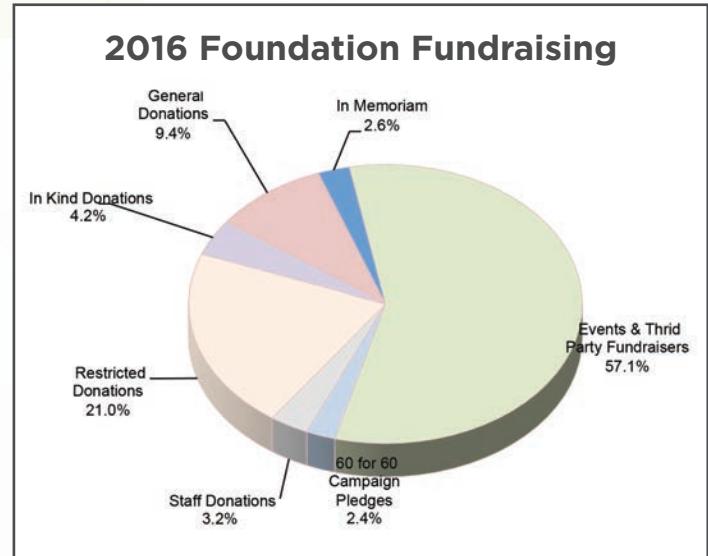
LCDS Foundation Board of Directors:

Steve Hull, *Chair*
 Tim Brown
 Ernie Cocozzoli
 Helen Ollerenshaw
 Adrian Vermeiren
 John Douglas
 Bob Tanner
 Tony Hogervorst
 Kari Lupton

The Fundraising Department wishes to thank this network of dedicated community members for their willingness to work with us and engage in strengthening our financial sustainability through fundraising!

Foundation requests approved this year include:

- Funding for Weekend Recreation
- Christmas Gifts for People Supported
- Employee Educational Bursary
- New Mini Van
- Snowblower
- Mortgage reduction
- Kitchen Renovation



Fundraising

(April 1, 2015 - March 31, 2016)

General Donations	\$20,977
In Memoriam	\$5,818
Staff Donations	\$7,175
Events & Third Party Fundraiser	\$127,258
Restricted Donations	\$46,914
60 for 60 Campaign Pledges	\$5,360
In Kind Donations	\$9,432
TOTAL REVENUE	\$222,934

Submitted by Bre Thompson, Manager of Fund Development.

“Fundraising is the gentle art of teaching the joy of giving.”
 - Hank Rosso

Fundraising Events in 2015-2016



LCDS - Petrolia Lions Charity Pork BBQ

Again this year, the Petrolia Lions partnered with LCDS to hold a Pork BBQ on August 12th, 2015 at the Greenwood Recreation Centre in Petrolia. Over 300 attendees enjoyed local barbequed pork, potatoes, summer salads and desserts while enjoying the musical stylings of Chris Molyneaux and Mike Blackmore. This event raised nearly \$4,000 for LCDS. A huge thanks you to our Petrolia Lions Club for all of their hard work to make this BBQ possible and to the Lambton County Pork Producers for providing the pork for the BBQ! The 2016 BBQ will take place on August 10th at the Greenwood Recreation Centre. More information and tickets will be available through LCDS in early summer.

Golf Tournament



The 19th Annual Woods Pearson and Associates/LCDS Charity Golf Tournament took place at Widder Station Golf Club on Thursday, July 23rd, 2015. It was yet again a full

tournament, organized by a dedicated volunteer committee who raised over \$20,000 to support the Saturday Recreation Program. This critical program provides a fun, community-based respite opportunity for people who live with their families. The 2015 tournament's success is largely thanks to our generous sponsors as well as the continued support from the community. Again this year, Woods Pearson and Associates were the Title Sponsors of the tournament. The 2016 MPW (formerly Woods Pearson and Associates)/LCDS Charity Golf Tournament will take place on July 21, 2016. For more information and to register go to our website at www.lcds.on.ca.

Fusion: A Discovery of Local Food and Wine



The 6th Annual Fusion: A Discovery of Local Food, Wine and Craft Beer was held November 13th & 14th, 2015 in the Atrium at Degroot's Nursery Sarnia. This tradeshow-style event was sold out this year with over 3,000 guests in attendance, and raised over \$53,000! Fusion featured 40 local award-winning food, wine and craft beer vendors who offered samples of their most popular products. Guests enjoyed live local musicians, stage demonstrations by Celebrity Chef David Rocco of Food Network Canada and samplings from breweries, wineries, restaurants, caterers and food producers from all over Ontario. The venue location, Degroot's Nurseries, yet again received rave reviews from attendees, vendors and the greater community. Many thanks to the major sponsors KelGor and CMS Inc. for their contribution in making this event so successful. Fusion 2016, presented by Kel-Gor, will take place November 11th and 12th again at Degroot's. For more information, visit www.discoverfusion.ca.

Fundraising Events in 2015-2016 ...cont'd



2016 Valentine Charity Auction

On Saturday, February 13, 2016 LCDS held an extremely successful Valentine Charity Auction! With many thanks to the incredible generosity of the over 300 event attendees and sponsors, the Auction raised over \$50,000! We had hundreds of items for our guests to bid on once again this year, ranging from diamond earrings to bird houses to

pecan pies, we had it all! The food was wonderfully prepared by Antonio's Pizza & Subs, Kitchen Creations, Kim Shelley and her volunteers. The chocolate covered pretzels were once again enjoyed while auctioneer John Stephens worked his magic with the crowd. If you've never been to the Auction, please join us in 2018.



There is something for everyone at the Auction, from a balloon table, and tier table with a grand prize, to a silent and live auction with competitive bidding and, most of all, an entire community coming out to show support for LCDS! We would like to thank the dedicated and hardworking Auction Committee, the volunteers, the individuals and businesses, as well as the community for all your contributions. A special thank you to our major sponsors: Shelley Machine & Marine, Motion Specialties,



Integra Technologies, Armstrong Construction, Enbridge, Straitline Contracting Inc., and Invenergy. Thank You!

In addition to our Signature and Third Party events, LCDS employs other strategies to generate funds throughout the year. Funds raised through Meat Raffles, Bingos, Direct Mail campaigns and Grant Applications have improved the lives of the people we support as well as the agency as a whole.

Fundraising Dollars at Work

Fundraised dollars were used for various items to enhance people's homes, such as new appliances, televisions, furniture, kitchen wares, landscaping, deck improvements, and redecorating. Renovations were completed to increase accessibility in homes and install equipment such as lift systems. Funds were also utilized to assist people with achieving life dreams by covering travel costs for vacations and purchasing exercise equipment and recreation supplies.

Also benefitting from Fundraising dollars is the LCDS Weekend Recreation Program. This program provides respite for over 40 families in Lambton County who may not otherwise receive any support. It is designed to provide a much needed break for caregivers while offering recreational and social opportunities for people in the community. The Weekend Recreation Program is 100% funded by proceeds from our Annual Charity Golf Tournament.

2016 LCDS Corporate Appreciation

LCDS hosted their 2016 Corporate Appreciation on Thursday, March 31, 2016 at the Victoria Playhouse Petrolia. Among many businesses in attendance, LCDS honoured four in particular for their generous support in 2015. This year's Corporate Appreciation recipients were: CMS Inc., Advantage Farm Equipment, McLaren Pharmacy, and Stevenson & Hunt. Thank you to all the businesses who continue to show support for their community and LCDS. We would not be able to provide the quality care and services that we do without your contributions! Thank You!



May 2015 - The Missing Links



October 2015 - The Farr Factor

LCDS Trivia Night

LCDS hosted two trivia nights once again this year at the Petrolia Legion. Both evenings were very well attended with approximately 20 teams participating, raising a combined total of \$4,000. Participants enjoyed delicious pizza from Petrolia Pizza & Subs (Pete's) while they engaged in competitive trivia spirit. Special thank you to Petrolia Legion and Partee-Rentals for your generosity and continued support.

60th Annual General Meeting Minutes

Monday, June 22nd, 2015 at 5:00 pm
Community Skills Development Building
339 Centre Street, Petrolia, Ontario

1. **Call to Order**

The 60th Annual General Meeting of Lambton County Developmental Services, held on June 23rd, 2014, was called to order by the President, Adrian Vermeiren, at 5:00 p.m.

2. **Welcome and Reading of the Prayer**

Adrian welcomed members and guests of LCDS and opened the meeting by reading the Prayer.

3a. **Greetings from MCSS Program Supervisor, Mary Harper:**

MCSS Program Supervisor, Mary Harper, brought greetings on behalf of herself and the Ministry. She expressed how much she has enjoyed working with LCDS over the past year. She encouraged LCDS to continue to be a leader and congratulated LCDS on 60 years of success.

3b. **Greetings from Bob Bailey, MPP Sarnia-Lambton:**

MPP Bob Bailey brought greetings on behalf of the government of Ontario. He congratulated and thanked Adrian Vermeiren and the Board as well as Mary Harper and the Ministry for their work over the past year and offered congratulations on LCDS' 60th anniversary.

4. **Minutes of 2014 Annual Meeting:**

Kari Lupton, 2nd Vice President, asked members to refer to the Annual Report for the minutes of the 2014 Annual Meeting, held on June 23, 2014.

Moved by: Kari Lupton

Seconded by: Helen Ollerenshaw

"that the minutes of the June 23, 2014 Annual Meeting of Lambton County Developmental Services, be accepted as presented".

Carried

5. **Annual Written Report:**

Copies of the LCDS Annual Report 2014-2015 were made available to members and guests upon arrival.

Moved by: Jane Joris

Seconded by: Kari Lupton

"that the 2014-2015 Annual Report be accepted for information".

Carried

6a. **Financial Statements:**

President, Adrian Vermeiren, stated that the financial statements for the year ending March 31st, 2015 were audited by Woods Pearson & Associates, Chartered Accountants of Forest, Ontario, and that copies of the audited statements were available for anyone that wished one.

6b. **Treasurer's Report:**

2nd Vice President, Kari Lupton, presented the Treasurer's Report. The year ended with a deficit of \$1,247 dollars. Total revenue for LCDS in 2015 exceeded \$11 million dollars. Once again this year presented many financial challenges as costs continued to increase without any changes to our funding. LCDS dealt with increasing utility costs, additional grounds maintenance costs brought on by our colder than normal winter, aging homes and an aging vehicle fleet but worked hard to maintain services to the people we support. System Capacity Enhancement funding from MCSS allowed LCDS to provide our employees with a stipend payment in April of this year. This funding has been increased and annualized this year allowing LCDS to provide wage increases for the first time in five years. Capital funding was received from the Ministry to complete ten projects this year including storm windows at the Olde Post Office Building, HVAC replacements at both First Avenue and Robert Street, roof replacement at Hill Street, sump pit work at John Street and eaves and gutter replacements at both Maple Street and Zone Street. Kari thank the Foundation for all their fundraising efforts. Fusion generated a record profit of \$52,000 and the golf tournament last summer generated \$19,000. In addition there were many other fundraisers, some of which are highlighted in the annual report. Kari thanked everyone who supported these endeavors. Through the generosity of the Foundation, LCDS was able to make many purchases this year. Some of the purchases included a used vehicle, a generator at Maple Street, funding for the Weekend Recreation respite program and 13 tablets for the new AIMS software. In addition they have invested \$20,000 that will be applied to the mortgage at the Olde Post Office when it is renewed in December 2016. Kari thanked Controller, Debbi Potter, the Finance staff and the Administration of LCDS for their commitment and dedication this year.

Moved by: Kari Lupton

Seconded by: Frank Huybers

"that the Treasurer's Report and the audited financial statements for the year ending March 31st, 2015 be accepted"

Carried

7. **Appointment of Auditors:**

Moved by: Kari Lupton

Seconded by: Frank Huybers

"that the firm of Woods Pearson & Associates, Chartered Accountants be appointed as the auditors for the 2015-2016 year".

Carried

60th Annual General Meeting Minutes ...cont'd

8. **Approval of Actions of the Board for 2014-2015:**

In accordance with the Corporations Act, this motion is required to be kept on record.

Moved by: Jane Joris

Seconded by: Orrin Farr

"that the actions of the Board of Directors of Lambton County Developmental Services, for the period April 1, 2014 to March 31, 2015, be approved".

Carried

9. **Nominating Committee Report:**

Adrian Vermeiren, Chair of the Nominating Committee, read the Nominating Committee Report.

Directors completing one year of a three-year term, who have agreed to continue for two more years are:

Kelly Butler
Gordon Bergman
Frank Huybers
Jane Joris

Directors completing two years of a three-year term who have agreed to continue for one more year are:

Frank Backx
Greg Bond
Orrin Farr
Adrian Vermeiren

Directors eligible for re-election for a new three-year term who have agreed to stand for re-election are:

John Douglas
Kari Lupton
Tony Hogervorst
Helen Ollerenshaw

Staff Representative, Jennifer Salaris, who is currently filling in for Michelle Vansickle, has completed two years of a three-year term.

10. **Election of Directors:**

President, Adrian Vermeiren, stated that "according to the Agency By-Laws, there were no more nominations as of May 22, 2015 to the Agency Board and therefore, nominations are closed at this time".

Moved by: Kari Lupton

Seconded by: Helen Ollerenshaw

"that the slate of officers for the Lambton County Developmental Services Board of Directors for 2015-2016 be approved as presented".

Carried

11. **Installation of Directors:**

The Installation of the Board of Directors of Lambton County Developmental Services was read by Tom Saul.

Maureen MacSorley, Interim Executive Director, introduced the Board Members present and announced that following the adjournment of the Annual Meeting, the Board Members would meet briefly to discuss the Officer appointments to the Board. The list of Board members and Officers will be posted on the LCDS website.

12. **Message from the President:**

President, Adrian Vermeiren, delivered his message on behalf of the Board. He expressed appreciation to all the staff and volunteers of LCDS for their hard work and dedication over the past year, and especially to Maureen MacSorley for taking on the role of Interim ED in the absence of Candace Burchart-Etienne.

13. **Update from the Executive Director:**

Interim Executive Director, Maureen MacSorley, reflected on the past year. She encouraged everyone to read the Annual Report, especially the stories about people supported because they are the reason behind the work that is done all year. LCDS is celebrating 60 years of service to people with developmental disabilities this year. LCDS will be hosting some special events over the course of the year and everyone is welcome to join in the celebration. Events will be posted on the LCDS website. Maureen expressed her thanks to the Board of Directors, Foundation Board, volunteers and employees for all of their hard work and dedication.

14. **Other Business:**

There was no other business to come forward at this meeting.

15. **Adjournment:**

The President called for a "Motion of Adjournment of the 60th Annual Meeting of Lambton County Developmental Services".

Moved by: Orrin Farr

Seconded by: Kari Lupton

"that the 60th Annual Meeting of Lambton County Developmental Services be adjourned."

Carried

16. **Thank You for Attending:**

Board President, Adrian Vermeiren, thanked everyone for attending and invited them to stay for the Volunteer and Donor Recognition Barbecue following the meeting and the debut performance of the LCDS choir.

60th Annual General Meeting Minutes ...cont'd

The Board Members were then asked to meet briefly in the Board Room to discuss the Officers' appointments.

The meeting closed at 5:30 p.m.

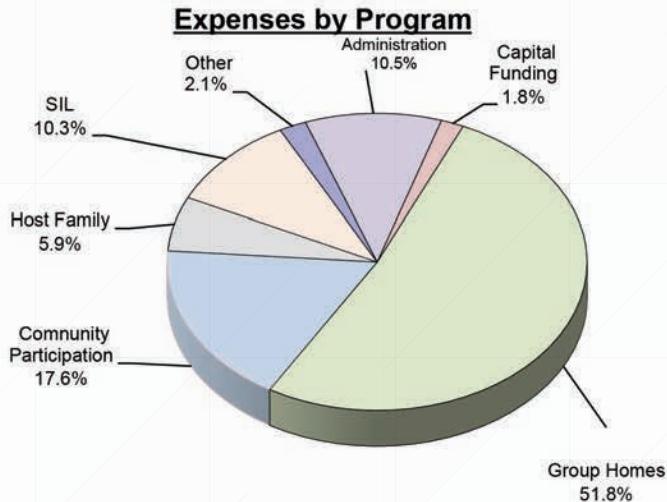
17. **The Officers of Lambton County Developmental Services for the 2015-2016 year are as follows:**

Adrian Vermeiren	President
Tony Hogervorst	1st Vice President
Kari Lupton	2nd Vice-President
Frank Backx	Treasurer
Greg Bond	Secretary
Maureen MacSorley	Interim Executive Director

Minutes recorded by: Karen McClintock, Recording Secretary

2015 Financials

LAMBTON COUNTY DEVELOPMENTAL SERVICES Revenue & Expenditures Summary March 31, 2016



REVENUE

MCSS Subsidy	\$	11,098,897
Other Grants and Subsidies	\$	297,841
Sales - Petrolia Enterprises	\$	95,798
Rental Income	\$	246,304
Other Income	\$	243,365
TOTAL REVENUE	\$	11,982,205

EXPENDITURES

Wages	\$	8,607,717
Benefits	\$	1,384,386
Recovery	-\$	258,276
Other	\$	2,184,612
TOTAL EXPENDITURES	\$	11,918,439

Photo Gallery



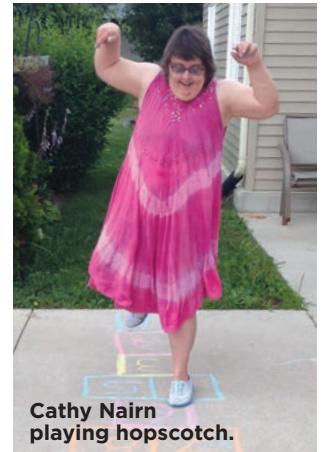
"Song Garden" Choir.



Charlotte Vanderhoek, Emma Campbell,
Shelly Vandenberg on the Alhambra hayride.



Tim Vallee concert in Corunna.



Cathy Nairn
playing hopscotch.



Tyson Gnass, Trevor Allman, Luke Conn boating for the day.



Steven Bullock with a Minion.

Photo Gallery ...cont'd



Susan Hemmingway at the fire house.



Travis Woolvett, Mike Farr, and David Bullock at a Baltimore Orioles baseball game.



Twila Wilson enjoying Ride Into Summer Fun Day.



Kevin Stokes with snow sculpture.



Dale Munday Access Athletics race.



SIL group at Alhambra.

lcds

One person at a time.



Lambton County Developmental Services

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