

ANNUAL REPORT

2016-2017

lcdds
One person at a time.



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LCDS BOARD OF DIRECTORS, 2016-2017

Officers

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

Directors

Gordon Bregman	Director
Kelly Butler	Director
John Douglas	Director
S. Jane Joris	Director
Helen Ollerenshaw	Director
Adrian Vermeiren	Director
Ruth Gallant	Staff Representative (Non-Voting Member)

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 Mission, Vision and Ethical Values.

Message from the President

As I reflect back on this past year I do so with great pride. Pride; in the fact that LCDS continues to be recognized as a provincial leader in the provision of developmental services. Pride; in the recognition that our employees consistently provide a very high quality of care and services for the individuals entrusted to our care. Pride; in the leadership that LCDS has undertaken in proactive planning with families not in service to assist them in planning for their sons and daughters. Pride; in the re- design of our organization to align with the MCSS Transformation. Pride; in the maintaining of a low risk assessment, a clear compliance review and a balanced budget with MCSS.

As we move into 2017/18 I know we are strongly committed to the continued development of our employees to ensure our organization has a strong employee and leadership pool so we can continue to provide a high quality of services and supports to the families of Lambton County. I am confident our talent management and succession planning will ensure strong leaders will be in place to lead LCDS in the coming years.

In conclusion, I wish to thank everyone for their support and assistance this past year. I wish to thank my fellow Board Members for their dedication and guidance; I wish to thank our staff for their continued commitment to the individuals within our care; to our families for entrusting us with the care of their family members; to our community partners for their ongoing support and to our many volunteers who give tirelessly of their time and energy to ensure all our events are successful.

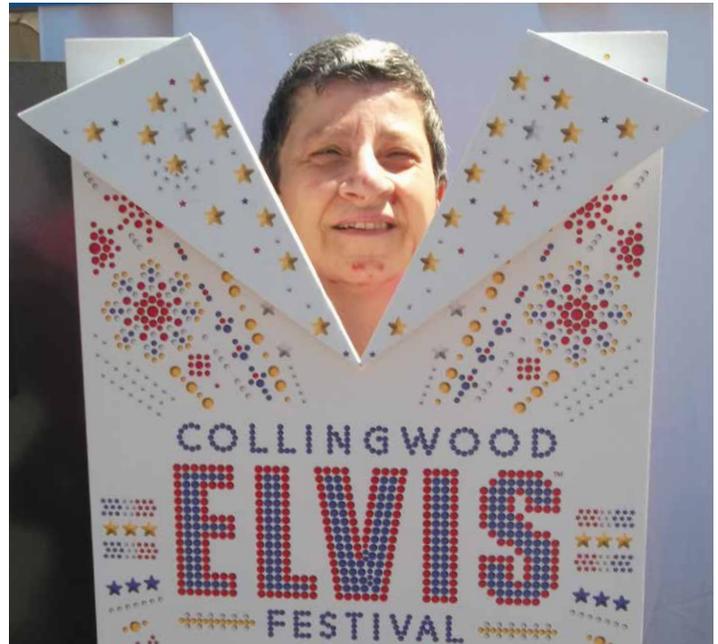


Sincerely,

Kari Lupton
President

“I can’t change the direction of the wind, but I can adjust my sails to always reach my destination.”

– Jimmy Dean



Message from the Executive Director

Where has the year gone – it seems like only yesterday that we were celebrating our 2015 - 16 Annual General Meeting and here we are six months into 2017 and preparing for our 2016 - 2017 Annual General Meeting – it must be true – time does fly by when you are having fun. This past year was successful on many fronts – Our Fusion event this year was the most successful one in our six years history of hosting the event and the planning for this year's event is complete. Our annual golf tournament, which supports our weekend recreation program, was also a huge success and this year's tournament is already sold out. The planning for our biannual Valentine Auction in February 2018 has started and our Corporate Appreciation event tried a new approach and featured guest speaker Mark Wafer owner of six Tim Horton's in Toronto who is a strong advocate for equal employment for individuals with a disability.

LCDS was also successful in obtaining a clean compliance review with the Ministry of Community and Social Services under the new compliance legislation. Our Devine Street housing partnership with Habitat Sarnia / Lambton has proven to be a very successful model in supporting two young gentlemen in their own home. The home originally built and supported under the MCSS Innovative Housing Initiative with a two year grant has now been approved for ongoing annualized funding. Based on the success of this innovative support model LCDS has hosted, to date, three Family Information Nights to educate and assist families in proactively planning for their sons and daughters in the event that there is another housing opportunity under MCSS. As a result of LCDS's grassroots efforts to assist families in planning for the future residential needs for their sons / daughters we were invited to participate in a panel discussion host by the MCSS Provincial Housing Task Committee at the recent OASIS Provincial Conference in Ottawa. LCDS will continue to strongly advocate for additional housing supports for the families of Lambton.

LCDS continues to move through our Organizational Re - Design Process. In December 2016 the Organizational RE design Committee completed their initial role in the process and we have now moved into the Re - design of our management team to align with the MCSS Transformation along with the input from the Organizational Re Design Committee. On April 01, 2017 the first phase of the management restructuring started with our manager's duties and responsibilities divided between supports to individuals and supports to our employees resulting in title changes to reflect their new duties and responsibilities – Managers of Support Services and Managers of Employees Relations. Also with the pending retirement of our current Director of Operation, Maureen MacSorley, in early July 2017 we have started the process to find her successor. The discussions with our management team will continue as we strategize on the best model / structure to meet the ever changing MCSS Service model. As part of these discussions we

have developed and are implementing our Talent Management and Succession Planning for all our employees in particular our future leaders. To this end we will be hosting our first Leadership Boot Camp in June 2017. This introductory session on management / leadership will allow us the opportunity to engage our potential future managers and leadership candidates in planning for their development in anticipation of opportunities arising from future management retirements.

LCDS is very fortunate to have many long term dedicated employees who have over the years provided consistently high quality supports. To all our employees we wish to acknowledge the exceptional support you provide each and every day not only to the individuals in our care but also to their families. We thank you for choosing to offer your talents, skills, knowledge and expertise with LCDS.

Not only does LCDS have a dedicated staffing compliment but we are very fortunate to have a very supportive and dedicated Board of Directors who volunteers their time and knowledge to guide LCDS. This year one of our long serving Board members is retiring from the Board due to increased work commitments. Jane Joris will be leaving the LCDS Board after 15 years having served as a Director, President and Past President as well chairperson of LCDS'S Rights and our Quality Assurance Committees. During her time on the LCDS Board Jane was elected to the Provincial organization OASIS in 2005. LCDS was one of the original six organizations that created OASIS twenty years ago this year – OASIS is now 192 members strong. During Jane's tenure on the OASIS Board she served as a Director, Vice President, President and Past President for OASIS. Jane has always demonstrated strong leadership in every position she has held be it on the LCDS Board or on OASIS – Jane will truly be missed.

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

To all our volunteers we thank you for giving freely of your time and energy to make our events – Fusion; the Golf Tournament; the Valentine Auction; the Meat Raffles; the Big Bike Ride and Trivia Nights so successful.



And finally to our community partners and to the Ministry of Community and Social Services for your continued support through this past year – without your ongoing support we would not have achieved the many successes we have had this past – we thank you.

Sincerely,

Tom McCallum
Executive Director

Dreams - One Person at a Time

Ladies from Brooketree



On November 6, 2016 after lots of planning and organizing, Carly and Theresa set out for Hamilton to see Country Singer Carrie Underwood live in concert at First Ontario Centre. After checking into the hotel and getting all decked out in their cowgirl attire, they were off to dinner. After dinner they arrived at the concert and were not disappointed. Carly and Theresa had a fantastic time and really enjoyed the evening. Carrie Underwood sang all her hits and Carly and Theresa sang and danced along with her. It was an evening that will soon not be forgotten!

Forest Community Garden



Over the past couple of years we, at Forest Community Connections have increased our involvement in the Forest Community Garden. We started out by having our own plot to look after and now we are helping to advertise, prepare and look after assigning plots to people in the community who would like one. We are also responsible for weeding, mulching and keeping the water barrels full.

This is a community based project that was initiated by Lambton Shores Communities in bloom. We have formed a partnership with representatives from CIB and members of our Community who have taken interest in the Community Garden.

It is our goal this year to have every plot out of 12 available filled! Last year because of our interest and involvement in the Community Garden we were given 3 tiered veggie boxes to keep at FCC as well as a donation to fill them. This year we have been given another donation to fill them and our spot at the Community Garden, thanks to Catherine Minielly (CIB) and Rick March, Manager OMI.

This year we are hoping to plant a "Salsa" garden. Once we grow enough veggies we plan on making some homemade salsa to enjoy the rewards of all of our hard work!

Carly's Muffins



One year ago, Carly became the youngest member of the household living on Brooketree Drive in Corunna. Carly's main goal for herself is to learn some of the skills needed to live in a home of her own one day. Carly quickly mastered tasks such as laundry and cleaning in no time, but surprisingly, cooking wasn't a favourite activity on her list.

However, baking and cooking are not necessarily the same thing! She was quite willing to try making a batch of muffins. Carly carefully followed the recipe, gathering ingredients, measuring, mixing, scooping and finally baking her first batch of delicious banana muffins from scratch.

So when it was time for Carly's Life Plan gathering in May, she knew just what to serve her guests: homemade banana muffins! And everyone can tell you, a homemade banana muffin is no comparison to Tim's. ;)

Celebrating Canada's 150th Anniversary



This is Dale Munday. On June 13, 2017 painted a 4" tile in participation of Sarnia's Canada Mosaic 2017 which depicts Chris Hadfields exploits in space and Canada's second prime minister Alexander Mackenzie and references to our rail, shipping and tourism industries. Upon completion the mural will reside in the city as a reminder of the anniversary. It was a great opportunity to be a part of our community for a long time to come.

This is Dale and Debbie.

People Who Have Made a Difference in Our Lives

David Bullock

April 8, 1964 - June 21, 2016

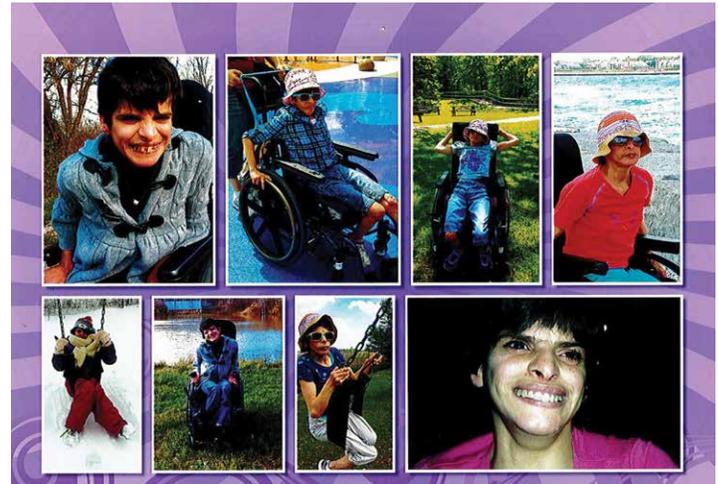


I would like to share a few words regarding our friend David. David first came into L.C.D.S services in 1984, then returned permanently in May 1990. For all those who knew Dave he was a very energetic young lad. David always had big plans and worked and saved to see them come true. For those who may not have known David, he was a very strong advocate for all his friends with developmental disabilities

here or at Southwest Regional Centre and if he felt something was not fair for others he made it his mission to let you know. He always felt his role was to advocate for those who could not advocate for themselves. When I think of David it is hard not to smile. His sense of humor was contagious. He was a prankster at heart and was always looking to "put one over on you". One of David's big goals was to live in his own apartment, which happened in 1993. David was a bit of a daredevil as well, his aim was to hit every amusement park on the continent. He did get to most of them along the eastern part of Canada and the U.S.A. There wasn't a rollercoaster wild enough for David, that also included every bungee ride he could find. David was also an animal rights advocate and a true animal lover. During his life in Watford he had fish, gerbils, birds and an iguana. David's love of animals hit big time when he got his beloved dog Buddy. If David invited you to watch a movie with him, you better not be squeamish as David's movie collection (over 100) consisted of every horror/slasher movie ever made. And it was even better on his big 3D flat screen. David will never be forgotten and will always be missed by all of his family and friends.

Aida Moreira

November 18, 1972 - December 2, 2016



Aida was one of a kind! Every person who had the pleasure of meeting Aida, has a memory, and a story to tell. Through something as simple as in introduction, your life would change for the better. She may have been small in stature but she made up for this with her love of life. Every day was a new adventure and another memory made. Her support staff would all agree that a random horn honk, a truck backfiring or a balloon popping now hold new meaning. Although these are simple things to you or I, these little random noises would lead to the biggest belly laughs...one so contagious, and infectious it made all worries disappear.

Aida's determination was one of a kind. Can't was a word not found in her vocabulary. If Aida wanted something she simply got it by any means possible...if it was on the top shelf, she would climb to get it, if it was outside, she would zip out an automatic door...she would always find a way! Oh yes, she kept us on our toes, there was no negotiating with Aida! With such spunk and determination she quickly found a spot in everyone's heart.

Aida will be missed by her First Ave family, her legacy and memory will live on in the hearts of all who knew her. Thanks Aida for reminding us *it's fun to do the impossible!*

People Who Have Made a Difference in Our Lives

Christopher Kubica

July 21, 1956 - August 20, 2016



Christopher came to live at 4752 Aniline in July of 2008. After many

years of living at SRC with hundreds of roommates Christopher enjoyed the peace of his own bedroom at his own house, in a quiet little town, with only two house mates. Over the 8 years that Christopher lived in Oil Springs he and his family formed lasting bonds and memories with all the staff and residents at Aniline. Christopher taught us all to take pleasure in the little things we often take for granted, like a sink full of bubbles or a warm summer breeze. Christopher will be missed but never forgotten.

John Smith

March 6, 1952 - March 3, 2017

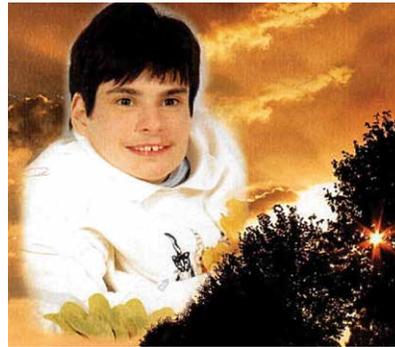


We at Hill Street had the pleasure of knowing John for 8 years. He was a soft spoken man with plenty to say. Our day often started with one of his speeches, which usually led to a few laughs; he had such an appreciation for good humor. He was kind and compassionate and was always thinking of others and their feelings. He wanted everyone to be happy. John enjoyed dancing with the staff and it always brought a lot of laughter to all in the house. We would often see him singing while listening to his church music on his I pod. When entering the home to start your shift John was always the first to welcome you by loudly and clearly calling out your name with excitement. John was a great artist. In his leisure time he would make cards for family, friends and staff. John was always very proud to show his work to everyone. Another of his talents was knitting. He would always say he was making something for one of the staff. He loved his family very much for always being there for him (Sunday Church & all other events in his life) & then in turn loved being there for him.

A life that touches others goes on forever. - Author Unknown.

Elizabeth Marrison

July 27, 1976 - May 23, 2016



For anyone that knew Beth, you couldn't help but smile when in her presence. Beth had an amazing smile from ear to ear. Quite often mealtimes were quite the adventure with Beth; it was always on her time and she often chose who she wanted to assist her.

Beth loved all of the "business" that surrounded

her each and every day. You could often hear her snickering throughout all of the commotion. Beth absolutely loved drama.

Beth had the hearts of everyone that was lucky enough to know her and work with her.

We are all stronger and more patient people providing exceptional supports thanks to Beth Marrison.

"Those we love don't go away, they walk beside us every day."

- Author Unknown

Improving Organizational Performance through Learning and Development

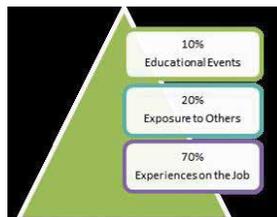


One of the predominant trends in the area of learning and development is that with access to more online courses, podcasts and new technology tools employees are taking more ownership over their professional development. We have seen a shift

from the more traditional, manager- directed training to a self-directed approach. Every year our statistics indicate that employees are accessing more and more online learning which ultimately enhances their skills. Here are 7 facts about elearning that I have found:

1. **Join the crowd:** 77% of employers are using elearning with employees and this number is on the increase.
2. **Increased recall of information:** Retention of information learned during elearning is 50% better than during classroom instruction. Video replay is the main factor that contributes to better retention.
3. **Save time:** Online training has been demonstrated to deliver content in 60% less time than classroom training.
4. **Save money:** Online training is (on average) 50% less costly than live training (e.g. workshops)
5. **Improve retention:** 25% of resigning employees cite lack of training as a factor in their decision to resign.
6. **Generational impact:** Younger generation employees place higher value on elearning over live training.
7. **Decrease workloads:** Turn on a computer and the course is live. No speakers to book, no catering to organize, no equipment to track down and set up.

This year LCDS introduced a concept called the 70:20:10 Model for Learning and Development. This framework is a commonly used formula within the training profession to describe the optimal sources of learning. It suggests that people obtain 70 percent of their knowledge from job-related experiences, 20 percent from interactions with others, and 10 percent from formal educational events.



70:20:10 is considered to be of greatest value as a general guideline for organizations seeking to maximize the effectiveness of their learning, and development programs through other activities and inputs. The

model continues to be widely employed by organizations throughout the world. 70-20-10 supports the principals of adult learning and links well with trend of self-directed learning. To support this model, LCDS has initiated strategies such as the creation of an online learning repository for employees that will house a wide expanse of documents, podcasts, and webinars.

From a more personal perspective; I have worked for LCDS for nearly 30 years, the last 14 in the Learning and Development department. In that time I have developed an immense respect for all those working in the developmental sector. This field requires patience, kindness, skill, resourcefulness and a host of other attributes. Like any industry, there are ups and downs. Budgets and staffing crisis' can sometimes mar the positive interactions we have with the people we support. This field is by no means perfect and yet it continues to transform, aiming to provide the best possible individualized support to those folks with developmental disabilities.

Over the past many years I have discovered that success comes down to two things: education and attitude. It is important to arm ourselves with as many tools as possible in order to feel adequately prepared to work this field. LCDS is extremely lucky to have numerous internal trainers with valued expertise that contributes to our success as a learning organization.

Even more important than education is attitude. Attitude shapes how we react to situations. We may not always know what lies ahead, but our attitude can help prepare us. So the next time a new project or challenge arises at work, march towards it, confidence brimming and the odds of success will increase!

That is my plan as I go forward into the next year. The changes in our sector continue to unfold quickly. I am extremely excited about the future of developmental services in Ontario and LCDS. My goal in the Learning and Development department is to provide employees with the resources they need to excel in their current role and help prepare them for future roles.

Working in this field has its struggles but it can also be full of joy, laughter and great moments. Together we will tackle the challenges ahead through expanding our knowledge and sharing a positive outlook!

Submitted by

Karen McClintock
Manager of Learning and Development

Investing in Our Future: Talent Management and Succession Planning

Over the past year, LCDS has been busy creating and implementing a talent management and succession planning program to address the future needs of the agency. The main objectives of this program are to:

- Provide stability in leadership and other critical positions to sustain a high-performing workforce to ensure the uninterrupted delivery of services
- Identify workforce needs as a means of targeting necessary employee training and development
- Help employees realize their career plans and aspirations within the organization
- Provide opportunity for knowledge retention and timely knowledge transfer
- Effective utilization and distribution of training and development resources

To date we have gathered important demographics about our workforce, researched what other agencies are doing for succession planning, engaged with employees and other stakeholders to gather input and created a comprehensive framework that will guide us through the process.

- The program is comprised of 5 interrelated components;
- Development opportunities linked to performance goals
- Team training plans for each department/location

- A Management Enhancement Program (for the current Leadership Team)
- A Leadership Development Program (for aspiring leaders of the agency)
- An Executive Leadership Development



An initiative of this scale requires many working task groups to complete work plans and recommend policy changes as well as communicate the initiatives to all stakeholders. Therefore we have created various task groups to work on each component of the Talent Management and Succession Planning Program. This June we will be delivering a 3 day Leadership Boot Camp for

employees looking to develop their leadership skills and in the fall, we are planning to engage with the University of Western Ontario to offer a certificate program focused on leadership.

Lifelong Learning



This is the fourth full year that LCDS has been offering formalized learning in the Resource Room. The Learning and Development Resource Workers continue to facilitate a creative and fun approach to learning; offering exciting and creative topics. Whenever possible, field

trips are planned that coincide with the subject matter. Each month a calendar of activities is put together and participants can sign up to take the classes they have interest in. A new favourite subject being offered is Life Skills Cooking. The class focus is “back to the basics”. Of course everyone would love to learn how to cook gourmet food, but these classes focus on everyday essential skills.

The photos are of the life skills cooking class enjoying the oatmeal they made!

Submitted by
Bryan Baxter

Outcomes Management

PERFORMANCE OUTCOMES MANAGEMENT

April 1, 2016 - March 31, 2017

Submitted by: Carla Alway
Quality Assurance Manager

Demographics



Age Range



Female
48%



Male
52%

Satisfaction of Services



People Supported
Target: 85%



Family/Advocate
Target: 85%



Employee
Target: 85%

Summary of Results and 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 survey in Nov. 2016. In regards to the employee survey results, all areas surveyed maintained or increased in satisfaction! There was a 9% increase of staff feeling they have received recognition at work from last year. Overall, areas to improve upon include: communication to employees and families in regards to changes within LCDS, job opportunities for people supported, and transportation.



Action Plan:

- LCDS will continue to provide open forums for families (Family Information Nights 4 times/year); Employees (Open Mic sessions 5 times/year); and people supported through the Life Planning process.
- LCDS Employee Advisory and Resource Support Committee is developing a plan to enhance recognition across the agency.

Outcomes Management ...cont'd

EFFECTIVENESS OF SERVICES

Required Training

76% Employees with Current Online Training
Target 70%

58% Employees with Current In Class Training
Target 70%



Life Plan Goals
Met: 54%
Target: 80%

The average number of people competitively employed each quarter



Summary of Results and Trends

Mandatory staff training continues to increase; therefore LCDS is searching for strategies to meet these requirements in the most effective manner. Incorporating more online training opportunities has been one approach that enabled LCDS to achieve our target this fiscal year.

Employment continues to be a focus for LCDS. Being paid a competitive and fair wage shows there is value in the work. The total number of competitive employment placements decreased this fiscal year from 153 to 141 total placements.

Life Plan goals achieved dropped slightly this fiscal year (4%). It is hoped that the number of goals met lead to an improved quality of life for each person.

Action Plan:

- 
- Continue providing access to online training modules for employees.
 - Implementation of a new role (Employee Relations Manager) will focus on ensuring training is completed on time
 - LCDS continues to look for partnerships with community members and increase resources for employment opportunities in Lambton County.
 - AIMS modules (data management system) continue to be introduced to employees. The Life Plan Goals Module will be implemented in June 2017; therefore goal tracking and updates should become more streamlined and accurate.

Outcomes Management ...cont'd

EFFICIENCY OF SERVICES

Current Life Plan



Employee Turnover Rate



Summary of Results and Trends

This year's score of people in LCDS services that have a current Life Plan is a near perfect measurement when the uncontrollable factors of "life" are taken into account.

Employee turnover rates are the lowest they've been in 5 years. This can be attributed to changes LCDS has made within the HR practices; such as the creation of more regular positions and establishing a consistent onboarding process to all new employees.

ACCESS TO SUPPORT SERVICES

of times employees accessed external training

460 X

of times people supported participated in learning opportunities

8,090 X

Summary of Results and Trends

At LCDS training and development continues to be an area of top priority. This investment results in many benefits for the organization, employees and community in general. This year's score for external training is the highest since 2012 when we began measuring this indicator.

There has been a steady increase in the number of times people supported participated in learning opportunities over the last 4 years (increasing from 1,077 in 2012 to over 8,000 this fiscal year)

Action Plan:

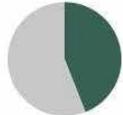


- LCDS will modernize our technology through accessible scheduling and employee portal; increase scheduled hours for part time employees; and establish a set schedule rotation for all employees
- LCDS recently started to roll out a new learning and development strategy called 70-20-10. This theory suggests that people obtain 70 percent of their knowledge from job-related experiences, 20 percent from interactions with others, and 10 percent from formal educational events.

Outcomes Management ...cont'd

BUSINESS PERFORMANCE INDICATORS

Performance Development Plans



Actual: 44%
Target: 81%

Lost Time Accidents:
4



*Social Enterprise
Net Profit:*

• \$52,735.00 •

**Total Fundraised:
\$188,880.53**

Action Plan:



- Through the redesign process, Employee Relations Manager positions were established to support our employees and enhance the opportunities to have discussions around performance and development.
- An increased focus on hazard awareness and risk assessments for employees will result in fewer accidents and an overall decrease in lost time injuries.
- Recent training focusing on employee mental health, a rejuvenated Wellness Committee, and efforts to support better work-life balance are anticipated to decrease sick time usage and promote a healthy workforce.

Summary of Results and Trends

Performance development with employees contributes to the success of any organization. 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 an area that LCDS needs to focus on.

Everyone has the right to a safe work environment. If employees are going to work feeling safe, with risk to their health and safety minimized, they 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. LCDS saw a significant decrease in lost time accidents from 9 in 2015/16 to 4 in 2016/17.

Fusion 2016 invited over 40 vendors, hosted over 3,000 guests, and raised over \$80,000; making it the most successful in our six year history! The Golf Tournament was also very successful this year raising over \$20,000. Generous contributions made through major gifts and staff donations elevated our total funds raised to over \$188,000!

LCDS has been practicing social enterprises informally for many years. These businesses have evolved and changed to meet customer's preferences and address economic realities. Currently our social enterprise opportunities include a laundromat, catering business, gift shop, some rental properties and most recently, a Tea Room.

Our Dedicated Employees

It has been a busy year with lots of discussions and hard work to start implementing our redesign structure. We need to acknowledge and recognize all of our employees who have invested their time and energy into this process. LCDS will be stronger and be able to meet the changing service needs within our organization and in the community.

Our Annual Service Recognition Night was held on November 29, 2016. It was a night of celebrations full of stories and pictures reflecting on the 410 combined years of service from 22 dedicated employees. It is quite an accomplishment to have four employees with 30 years of service.



30 YEARS

PRESENT: Tim McGuire, Laurie Edge, Heather Thompson, Krista McCann



25 YEARS

PRESENT: Nicholas Salaris
ABSENT: Donna Ellis, Gracy Ritchie, Diane Geddy, Wayne McLellan



20 YEARS

PRESENT: Elaina Burr, Donna Phillips



15 YEARS

PRESENT: Daniel Cumming
ABSENT: Errol Gayle, Chantel McColloch, Jodi Vandenberg, Karis Sylvester



10 YEARS

PRESENT: Jennifer Burgess, Shane Montgomery, Dan Shephard
ABSENT: Jade McCallum, Kelli Leckie

Property - Health and Safety Report

“Change is the law of life. And those who look only to the past or present are certain to miss the future.” - Babe Ruth

It has been a whirlwind, busy year for the Property and Safety departments. Recent funding announcements with respects to affordable housing will keep us busy and as we develop new partnerships and look for new collaborations to provide housing options for the people we support.

We provide support at a total of 32 different properties located throughout Lambton County (Petrolia, Corunna, Brigden, Oil Springs, Alvinston, Oil City, Wyoming, Forest, Watford and now Sarnia!) including residential homes and apartments, drop-in centres, employment facilities, a laundromat and offices. The LCDS fleet of vehicles remains at 16 vehicles ranging from wheelchair accessible buses with lifts to mini-vans. The LCDS Vehicle Committee has been active in maintaining the fleet, making recommendations for training and exploring alternative options for types of vehicles used and different ownership options.

The goal of the Property and Health and Safety Department continues to be to ensure that all 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 in service 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: accessible washroom and laneway resurfacing at Maple St, generator installations at 448 1st Ave, Brigden Road, 3097 Main Street and 264 Hill Street, handrail installation at 448 1st Ave, and the upgrade of the HVAC system at Petrolia Enterprises.

This year, the LCDS Foundation Board continued to be a critical partner by aiding in providing the funds for the following projects: accessible, safe and secure reception area at the Administration Office, washroom renovation to include a Jacuzzi tub install at 463 1st Ave, and the renovation of bedroom/living area for a person supported at John Street in Watford. We look forward to working with the Foundation Board as we venture into a new fiscal year. As always we thank you for all you do in support of the agency.

Habitat for Humanity



We are truly excited to report on another successful partnership with Habitat for Humanity. We were very privileged and touched to watch as Ryan and Adam received their new home in the fall of 2016 on Devine Street in Sarnia. We are looking forward to a future build with Habitat in Corunna and to the excitement of many great collaborations to come – the sky is the limit!

As always, much of what we do and accomplish is a direct result of the caring, diligent and dedicated support staff we are fortunate to employ. We are also blessed with many volunteers and families that have a dynamic impact on the agency and to our success in their own special way. We will be calling on you more and more into the future. A sincere and warm thanks to you all.

Finally, thank you to Greg With (H&S Coordinator) for his thoughtful and profound dedication to the health and safety of the entire agency.

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:

Bob Tanner, Chair
John Douglas
Andrew McClintock
Helen Ollerenshaw
Adrian Vermeiren
Tim Brown
Mary van Delft
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:

- Bedroom Renovations
- Funding for Weekend Recreation
- Christmas Gifts for People Supported
- Employee Educational Bursary
- Mortgage reduction
- Storage Facility for Fundraising Department
- Fundraising Software

Fundraising

(April 1, 2016- March 31, 2017)

General Donations	\$18,504.81
In Memoriam	\$6,075.96
Monthly Gifts	\$7,255
Staff Monthly Gifts	\$6,825.00
Fusion	\$82,640
Pork BBQ	\$1,817.31
Golf Tournament	\$20,017.46
In Kind Donations	\$1,915
TOTAL REVENUE	\$145,050.54

Submitted by

Bre Thompson,
Manager of Fund Development.

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

- Hank Rosso

Fundraising Events in 2016-2017

LCDS – Petrolia Lions Charity Pork BBQ



Once again this year, the Petrolia Lions partnered with LCDS to hold a Pork BBQ on August 10th, 2016 at the Greenwood Recreation Centre in Petrolia. Over 150 attendees enjoyed local barbequed pork, potatoes, summer salads and desserts while enjoying the musical stylings of Borderlite Trio. This event raised nearly \$2000 for LCDS. A huge thank 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 2017 BBQ will take place on June 26th 5pm-7pm at the LCDS Administration Building. More information and tickets will be available through LCDS.

Fusion: a Discovery of Local Food & Wine



The 7th Annual Fusion: a discovery of local food, wine and craft beer was held November 11th & 12th, 2016 in the Atrium at DeGroots Sarnia. This tradeshow style event was sold out this year with over 3000 guests in attendance, and raised over \$82,000! Fusion featured 43 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 local chefs and samplings from breweries, wineries, restaurants, caterers and food producers from all over Southwestern Ontario. The venue location, DeGroots Nurseries, yet again received rave reviews from attendees, vendors and the greater community. The event was largely a success with thanks to major sponsors Kel-Gor, CMS Inc., Monteith & Sutherland and RBC. Fusion 2017 presented by Kel-Gor will take place November 10th and 11th again at DeGroots. For more information visit www.discoverfusion.ca

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.

Golf Tournament



The 20th Annual MPW-LCDS Charity Golf Tournament took place at Widder Station Golf Club on Thursday July 21st, 2016. It was yet again a full tournament and 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 2016 tournament's success is largely thanks to our generous sponsors as well as the continued support from the community. Again this year, MPW was the Title Sponsors of the tournament. The 2017 MPW (formerly Woods Pearson and Associates)/LCDS Charity Golf Tournament will take place on July 20, 2017.

Fundraising Events in 2016-2017 ...cont'd

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 to conferences 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 funded 100% by proceeds from our Annual Charity Golf Tournament.

2017 LCDS Corporate Appreciation



Lambton County Developmental Services hosted their 2017 Corporate Appreciation on Tuesday, March 28, 2017 at the Dante Club and Amici Restaurant. New this year we had a guest speaker- Mark Wafer. Mark is a Tim Hortons Franchise Owner and Inclusive Employment Advocate.

It was a true privilege to listen to Mark. Among many businesses in attendance, LCDS honoured four in particular for their generous support in 2016. This year's Corporate Appreciation recipients were: Monteith and Sutherland Ltd., Petrolia Lions Club, Alhambra Grand Bend and Country Road Graphics. 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!

LCDS Trivia Night



LCDS hosted trivia night once again this year at the Petrolia Legion. It was a very well attended evening with approximately 20 teams participating raising a combined total of \$4000.00. Participants enjoyed delicious pizza from Riverstone Pizza while they engaged in competitive trivia spirit. Special thank you to Petrolia Legion and Partee-Rentals for your generosity and continued support.

61st Annual General Meeting Minutes

Monday, June 27, 2016 at 5:00 pm
Community Skills Development Building
339 Centre Street, Petrolia, Ontario

1. Call to Order

The 61st Annual General Meeting of Lambton County Developmental Services, held on June 27, 2016, was called to order by the 2nd Vice-President, Kari Lupton, at 5:00 p.m.

2. Welcome and Reading of the Prayer

Kari 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 thanks to Tom McCallum and the LCDS Staff for all their hard work in the past year. She also thanked the Board of Directors for their commitment to the agency.

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

MPP Bob Bailey brought greetings on behalf of the government of Ontario. He congratulated and thanked the Board, as well as Mary Harper and the Ministry, for their work over the past year.

3c. Greetings from Marilyn Gladu, MP Sarnia-Lambton:

MP Marilyn Gladu brought greetings on behalf of the government of Canada. She reflected on her first encounter with LCDS, which was the Day of Caring in 2006. She congratulated the Board and LCDS on a successful year and thanked them for everything they do for the people supported.

3d. Greetings from Bev MacDougall, Warden of Lambton County:

Lambton County Warden, Bev MacDougall, brought greetings on behalf of the County of Lambton. She was previously on the Board of Directors for Community Living Sarnia and wants people to know how much our lives are enriched by the people we support. She hopes LCDS knows that we have support from the community to help guide these "special children and special friends" that teach us so much. Her final message was "Bless you for what you do".

4. Minutes of 2015 Annual Meeting:

Kari Lupton, 2nd Vice President, asked members to refer to the Annual Report for the minutes of the 2015 Annual Meeting, held on June 22, 2015.

Moved by: Kari Lupton

Seconded by: Orrin Farr

"That the minutes of the June 22, 2015 Annual Meeting of Lambton County Developmental Services, be accepted as presented".

Carried

5. Annual Written Report:

Copies of the LCDS Annual Report 2015-2016 were made available to members and guests upon arrival.

Moved by: Frank Huybers

Seconded by: Helen Ollerenshaw

"That the 2015-2016 Annual Report be accepted for information".

Carried

6a. Financial Statements:

Kari Lupton stated that the financial statements for the year ending March 31, 2016 were audited by MPW Chartered Professional Accountants of Forest, Ontario, and that copies of the audited statements were available for anyone that wished one.

6b. Treasurer's Report:

Treasurer, Frank Backx, presented the Treasurer's Report. Once again this year presented many financial challenges as costs continue to increase without any changes to our funding. LCDS dealt with increasing utility costs, grounds maintenance costs, aging homes and an aging vehicle fleet but worked hard to ensure that services to people supported were maintained. We were fortunate to be able to take advantage of MCSS Infrastructure and Dedicated Supportive Housing Funds to have some much needed work completed. Some of the highlights include: installation of sprinkler systems at Maple Street, 448 First Ave and Brigden, roof and fence replacement at 448 First Ave, kitchen cabinet and counter replacements at Aniline Street, and laneway repairs and levelling at many locations. I would like to thank the Foundation for all their fundraising efforts. The Valentines Auction in February generated a profit of \$54,000, Fusion continues to grow and generated a profit of \$48,000 and the golf tournament last summer generated \$20,000. In addition there were many other fundraisers, some of which are highlighted in the annual report. Thank you to everyone who supported these endeavors. Through the generosity of the Foundation, we were able to make many purchases this year. Some of the purchases included: kitchen renovations, a used vehicle, computer software, funding for the Weekend Recreation Respite Program, and Christmas gifts for the people we support. 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. Frank thanked Controller, Debbi Potter, the Finance staff and the Administration of LCDS for their commitment and dedication this year.

Moved by: Frank Backx

Seconded by: Frank Huybers

"That the Treasurer's Report and the audited financial statements for the year ending March 31, 2016 be accepted".

Carried

61st Annual General Meeting Minutes ...cont'd

7. Appointment of Auditors:

Moved by: Frank Backx

Seconded by: Orrin Farr

"That the firm of MPW Chartered Professional Accountants be appointed as the auditors for the 2016-2017 year".

Carried

8. Approval of Actions of the Board for 2015-2016:

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

Moved by: Orrin Farr

Seconded by: Helen Ollerenshaw

"That the actions of the Board of Directors of Lambton County Developmental Services, for the period April 1, 2015 to March 31, 2016, be approved".

Carried

9. Nominating Committee Report:

Kari Lupton, Member 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:

John Douglas
Tony Hogervorst
Kari Lupton
Helen Ollerenshaw

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

Gordon Bregman
Frank Huybers
Jane Joris

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

Frank Backx
Greg Bond
Kelly Butler
Adrian Vermeiren

Staff Representative, Jennifer Salaris, stepped down due to her contract as a Manager. She has been replaced by Ruth Gallant.

10. Election of Directors:

2nd Vice-President, Kari Lupton, stated that "according to the Agency By-Laws, there were no more nominations as of May 27, 2016 to the Agency Board and therefore, nominations are closed at this time".

Moved by: Kari Lupton

Seconded by: Frank Huybers

"That the slate of officers for the Lambton County Developmental Services Board of Directors for 2016-2017 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 McCallum.

Tom McCallum, 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, was absent so did not deliver his message. It can be found in the Annual Report.

13. Update from the Executive Director:

Executive Director, Tom McCallum, reflected on the past six months. Tom expressed his thanks to the Board of Directors, Foundation Board, volunteers and employees for all of their hard work and dedication to the people we support. He also thanked everyone for welcoming him to the agency. He looks forward to another great year.

14. The Candace Burchart-Etienne Memorial Bursary

This bursary is being offered in memory of Candace Burchart-Etienne, the former Executive Director and inspirational leader of Lambton County Developmental Services (LCDS). Candace was passionate about life-long learning therefore to honour her memory this bursary has been established to help promote professional development for employees of LCDS. The bursary will be offered to outstanding applicants who demonstrate the willingness to pursue educational or training opportunities that will enhance the work they do at LCDS. The award will be paid to the successful recipient(s) to reimburse the cost of tuition and/or fees for courses that meet the eligibility criteria.

Mark Etienne attended the meeting to help present the awards to the winners. The co-winners of the bursary this year were Colette McNairney (Hill Street location) and Emily Williams (Maple Street location).

15. Other Business:

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

61st Annual General Meeting Minutes ...cont'd

16. Presentations

Executive Director, Tom McCallum, called upon Orrin Farr, who is retiring from the Board, and presented him with a gift for his many years of dedicated service. Orrin has served a total of 18 years on the LCDS Board of Directors.

17. Adjournment:

The 2nd Vice-President called for a "Motion of Adjournment of the 61st Annual Meeting of Lambton County Developmental Services".

Moved by: Orrin Farr

Seconded by: Helen Ollerenshaw

"That the 61st Annual Meeting of Lambton County Developmental Services be adjourned."

Carried

18. Thank You for Attending:

2nd Vice-President, Kari Lupton, thanked everyone for attending and invited them to stay for the Volunteer and Donor Recognition Barbecue following the meeting.

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.

19. The meeting to decide the Officers of Lambton County Developmental Services for the 2016-2017 year was deferred until September 13, 2016.

Minutes recorded by: Heather Willemse, Recording Secretary

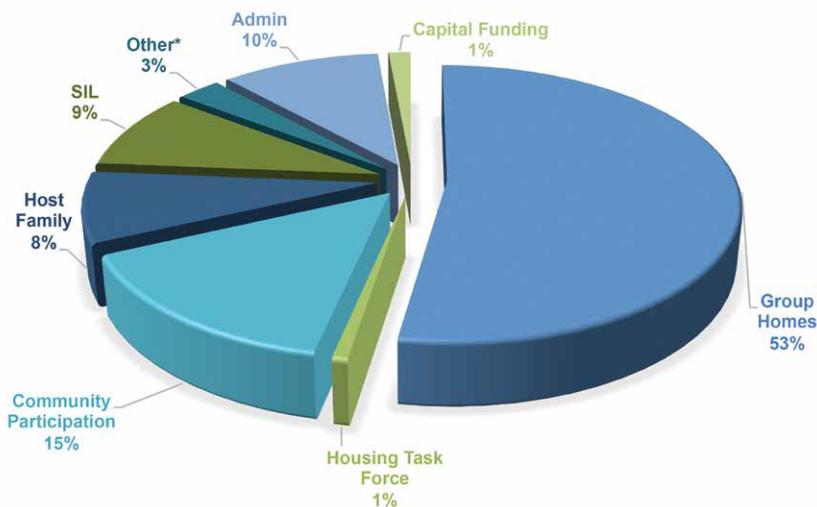
2016 Financials

LAMBTON COUNTY DEVELOPMENTAL SERVICES

Revenue & Expenditures Summary

March 31, 2017

EXPENSES BY PROGRAM



REVENUE

MCSS Subsidy	\$	11,152,132
Other Grants & Subsidies	\$	184,035
Sales - Petrolia Enterprises	\$	215,057
Rental Income	\$	243,795
Other Income	\$	297,247
TOTAL REVENUE	\$	12,092,266

EXPENDITURES

Wages	\$	8,509,515
Benefits	\$	1,334,803
Recovery	\$	673,960
Other	\$	1,582,642
TOTAL EXPENDITURES	\$	12,100,920

Photo Gallery



Photo Gallery ...cont'd



Cathy and family.



Bill



Dylans Card



Norma and her sisters.



Terry enjoying theme night.



Vicky



Steve crushing pop cans.



Rose & Robert



Robert



Steph



LAMBTON COUNTY DEVELOPMENTAL SERVICES

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Petrolia, ON N0N 1R0

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www.lcds.on.ca