



ANNUAL REPORT

2011/2012



l c d s

One person at a time.



LCDS Board of Directors 2011-2012

Frank Huybers, *President*

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Our 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.

Our Vision

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

Our Ethical Values

LCDS is committed to providing supports 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.

MESSAGE FROM THE PRESIDENT & EXECUTIVE DIRECTOR

Another year has passed and we are very pleased and proud to report on behalf of the Board of Directors. We are grateful to be part of this exceptional agency and all the good work that it accomplishes.

The past year has been a challenge with so many changes and new directives coming from the Ministry of Community and Social Services. In July 2011, nine new Developmental Services Ontario sites opened around the province becoming the regional contact point for adults with developmental disabilities to apply for services. People with a developmental disability and their families who live in Lambton County now apply to the Developmental Services Ontario office for the South West Region (DSO-SWR) in London. While the goal was to make accessing services easier and fair for all Ontarians, the transition to the new process has had some difficulties. More recently there have been changes to funding for Passport and adult Special Services at Home. These changes led to confusion for families as the funding entity was changed from our local Family Counselling Centre to CSCN (Community Services Coordination Network).

The second year of the Public Sector Compensation Restraint to Protect Public Services Act continued to have an effect on LCDS. With no increase in government funding, rising costs due to inflation had to be met and LCDS employees received no wage increase for the second consecutive year with the exception of the legislated 1% Pay Equity. Because of the current weak economy, LCDS anticipates a continued period of fiscal constraint. Continuing to meet these challenges will need innovative approaches from all. Nevertheless, the Vision that all people will have the freedom, support and advocacy to pursue their dreams and aspirations continues to drive LCDS forward to support people one person at a time!

Over the past year, LCDS continued to move forward with the goals established in the Action Plan – Moving Towards 2018. Many accomplishments were made in the four areas of the Plan – Services, Employees, Financial and Citizenship. The LCDS Life Planning Process continued to provide a guideline for quality *Services* for people receiving LCDS supports according to what the person wants and needs to live a meaningful life and be involved in their community. *Employees* were provided with a variety of training opportunities to enhance their employment at LCDS and assist them in developing their careers in the developmental services sector. Core Competencies for developmental service professionals were introduced into our Human Resource practices; a major and very important task. Many successful *Fundraising* events took place which not only helped raise much needed funds for LCDS but also helped raise the profile of LCDS in the community. A few of the main fundraising events included our second annual Fusion – A Discovery of Local Food and Wine event, the Valentine Charity Auction and the Annual Charity Golf Tournament. LCDS demonstrated its community *Citizenship* by participating in local service clubs, Communities in Bloom organizations, park maintenance partnerships and the recent LCDS/Habitat for Humanity partnership.

There are many people to thank for the success of LCDS over the past year. Thank you to the dedicated staff for their continued service to the people we support. Because of their dedication and compassion LCDS is able to provide the excellent services that it has become known for.

Thank you to the many family members who help us on a daily basis; we are very grateful to them for all their help and support.

LCDS is supported by many volunteers. We appreciate the efforts of our volunteers who donate their time to the people we support and to our agency. And thank you, also, to the many donors who have contributed financial resources to LCDS.

And last but not least we would like to thank the members of the Board of Directors who have given freely of their time month after month to help set the Vision and direction for LCDS.

Sincerely,

Frank Huybers, Chair
LCDS Board of Directors

Patrick O'Malley
Executive Director, LCDS

DEVELOPMENTAL SERVICES PROVINCIAL UPDATE/OASIS REPORT

(ONTARIO AGENCIES SUPPORTING INDIVIDUALS WITH SPECIAL NEEDS)

OASIS is a volunteer organization dedicated to serving its member agency base in the pursuit of better business practices to improve the lives of people with developmental disabilities. Lambton County Developmental Services was one of six founding members of OASIS when it was established in 1996. OASIS provides leadership through sharing ideas, information and knowledge and interacts with government and other organizations on issues affecting its members.

This continued to be a challenging time for the developmental services sector. Agencies had to adhere to a second year of compensation restraints, pay equity requirements and increased operating costs with no new funding.

Members of OASIS lead the work on Alternative Bargaining earlier this year.

OASIS responded to the Green Paper on Funding Ontario's Workplace Safety and Insurance System. OASIS also prepared two papers in response to the Commission for the Review of Social Assistance. OASIS identified five key issues for consideration by the Commission, including a substantial increase in the income of ODSP recipients.

Over the summer and early fall, OASIS launched a province wide campaign to raise awareness of OASIS member agencies to ensure that Ontario's new government was more aware of and sensitive to, the unique needs of the individuals with developmental disabilities in Ontario. This campaign utilized a combination of online, social media, and the traditional media tools to give voice to the developmental services issues. Work will continue on this initiative through social media and traditional media tools. Communication will be further enhanced through social media information sessions and the redesign of the OASIS website during the coming year.

Over the past year OASIS Board members met with Minister John Milloy, Deputy Minister Marg Rappolt, Assistant Deputy Ministers David Zuccato and David Carter-Whitney on areas of concerns to members including pay equity, labour issues, transformation priorities and reaffirming the Ministry's position on mergers and amalgamations.

The recent provincial budget while not cutting funding to the sector does not in any way address the concerns of member agencies and their fiscal challenges nor assist with addressing the growing waitlists. OASIS will continue to advocate and educate the government on the needs of the developmental services sector.

Over the past year the membership of OASIS has grown to 164 agencies, an astounding growth from the original six agencies.

I would like to thank the membership of LCDS for your support in my role as a Director on the Board of OASIS and particularly over the past two years as Vice-President. I will continue to bring issues forward and advocate for strong, viable and accountable agencies in the Province of Ontario.

Respectfully submitted by,

S. Jane Joris, Vice President
LCDS Representative on the OASIS Board of Directors

INVESTING IN LEARNING

While some organizations may make cuts to their staff training and development budgets, LCDS is taking a different approach. Training is not viewed as an expense. To LCDS, it is seen as an investment; an investment in the people and the future of the organization.

Well trained and enthusiastic employees are what an organization needs to stimulate growth and problem solve in lean times. The innovation, flexibility and commitment that are necessary to build truly dynamic services come from well-trained and supported employees. Sometimes, just getting employees out of the day-to-day routine of their daily work schedule is enough to boost energy and motivation levels. Learning new skills and interacting with new and different people also has a direct impact on the quality of services that we provide.

This year the Learning and Development opportunities continued to be plentiful at LCDS. In addition to an already full schedule of mandatory training, two new training programs were introduced for employees. Violence in the Workplace training began in accordance with the Ministry of Labour (Bill 168). LCDS now has an internal trainer to deliver this program to all staff. The objective of Bill 168 is to educate and protect workers from workplace violence and harassment. Next, the Introduction to Core Competencies training was added. The Developmental Services Provincial Human Resource Strategy Committee launched this initiative in November 2010 to all developmental service agencies. The main objective of this training is to introduce the behavioural competencies and personal characteristics that drive superior performance in the developmental services field, thereby improving the overall quality of service.

Having highly trained staff is not a luxury, it is essential. The people that LCDS supports deserve to have qualified staff assisting them in their lives. LCDS is proud to be a learning organization that insists on high training standards. During the first year of employment, a new employee will engage in approximately 60 hours of formal learning (a total of 16 different courses) and another 20 hours, on average, of hands-on training and orientation. In addition to keeping their mandatory certifications up to date, employees in all positions are encouraged to participate in e-learning, workshops, conferences and other external courses that will assist them to remain current in their profession and expand their repertoire of skills.

“The best companies know, without a doubt, where the real productivity comes from. It comes from challenged, empowered, excited, rewarded teams of people. It comes from engaging every single mind in the organization, making everyone part of the action, and allowing everyone to have a voice in the success of the enterprise.”

-Jack Welch, Chairman and CEO of General Electric

Professional Life Coaching is another new initiative that was introduced this year. The goal of Coaching is to enhance employee performance, learning and fulfillment. It is fundamentally about facilitating change that will lead to a more desirable future state. Coaching is not telling people what to do but rather allowing them the chance to expand their self-awareness, examine choices and build trust in themselves. The benefits of Coaching can impact all aspects of a person's life.

“Coaching has helped me to look inside myself and discover what values I have and what they mean to me. Coaching made me realize how my values impact me at work and in my personal life. Coaching has also made me do some self reflection and realize the type of person I am and the one I want to be. Without the help of my coach and the process of coaching, I would not be the happy, more positive person I am today.”

-LCDS Employee

Many of the people supported by LCDS have been busy learning and expanding their skills too! LCDS continues to offer many classes throughout the year including; Relationships, Stress Management, Manners and Etiquette, Basic First Aid, Sign Language, Safety and Tutoring, just to name a few.

Quotes from persons supported about the training opportunities they attended:

“I really enjoyed it, I liked learning to count money and listening to music. My favorite part was the smart board and hearing the sounds of the birds and the instruments.”

-Victoria

I like working on the computer making things move by touching the screen. I like listening to music on the computer. Jenny is a nice pretty teacher and I like working with her. I would like to continue working with Jenny.

-Keri

QUALITY AT LCDS

When we talk about quality of life, we talk about having a life that is meaningful to us. It reflects how satisfied we are with aspects of life that are important to us. It also means having the freedom to choose to do the things we wish and having a richness of opportunities to choose from. People are a part of their environments; therefore, being connected to people increases a person's sense of belonging creating true citizenship. Quality of life for people with developmental disabilities consists of the same aspects of life as for all people. By examining a person's quality of life, we reduce the need to label people because it is not based on a person's abilities, but rather on the things they do as they live their own lives in their homes and communities.

It is the philosophy of LCDS to provide support that will enhance the development of meaningful relationships, inclusive communities, and valued community roles for everyone. To enhance quality of life, services need to consider all areas of a person's life. LCDS developed a set of 24 LIFE Indicators as a means to continually improve the quality of services and supports provided. This mechanism also provides LCDS with a method to measure the quality of services. A numerical value can be put to the support a person receives based on what they want and need. This measurement is reported in our Quarterly Quality Assurance Report. The average number of LIFE Indicators that were present for people receiving LCDS services in regards to support standards has increased from 11.9 in 2010 to 14.9 in 2011

(based on a total of 24); an increase of over 12%. Life Planning played a key role in this increased quality.

“People don’t need coverage, they need relationships.”

-David Pitonyak, Behaviour Consultant

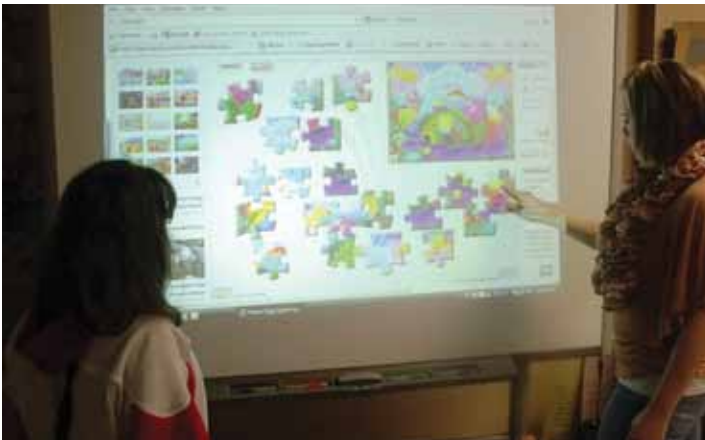
Life Planning builds on the history of the person and their abilities and experiences today as a foundation upon which to create a future. It is an ongoing process that begins with listening in order to understand what it is that a person, often with family and friends, want for their own life. The LCDS Quality Assurance Department includes two Life Plan Resource Workers who act as a resource to support teams in facilitating Life Plan Gatherings and reviewing Life Plan Updates to ensure quality and accountability. Over the last year, the LCDS Life Planning Process was changed and improved. These changes seemed to lead to a renewed understanding and commitment by support workers to the planning process. Over eighty percent of people in LCDS services have a current life plan. This is a near perfect measurement when the uncontrollable factors of “life” are taken into account. People, their support workers, families and all those involved in the process can be commended for their collaboration and supportive efforts.

“A friend to me means having someone that will come up to me and ask me how my day is going.”

-Brandon

“My brothers are important to me because I love them.”

-Mellissa



LCDS Tutor, Jen Chalcraft working with Krista on the Smart Board.

DREAMS - ONE PERSON AT A TIME

Paying it Forward...

This past year James participated in a mission whose goal is to provide medical and educational equipment to the most vulnerable sectors of society in Latin America. With support as well as the generosity of other wheelchair users, James helped to collect wheelchairs and parts from wheelchairs that could not be repaired or no longer met the required safety standards. These items were shipped in containers by the Non Profit group called "Support for Latin America" to hospitals and schools in El Salvador.

Debra divided some of her time over the winter months, knitting blankets and vests for infants which she donated to a shelter in Strathroy. Deb also collected old milk bags that were used to create crocheted sleeping mats for children in Africa and South America. The mats are 3'x4', washable, durable, pest-free and have been proven to reduce disease and infection.

No one loves animals like Angeline! Since she can't adopt them all...she decided to try and walk them all! Angeline recently completed her orientation and training and is now excited to begin her new volunteer role at the Sarnia Humane Society.

Delnor's community volunteer project involved collecting soft toys to give to police officers to carry in the trunk of their cruisers. When the police officers attend a motor vehicle accident or house fire etc. involving a child, they like to have a soft toy to give to the child for comfort in the stressful situation. Del took his bag of toys to the Anishinabec Police Station at Kettle and Stony Point where he was warmly welcomed by Sr. Constable. W. Kaczanowski. Del's photo was taken with the police officer and the toys and was printed in the Police Monthly Newsletter. Del received a copy of the photo and an Anishinabec police badge and proudly displays them in his living room.



Jen



Diane

Jen and Diane

Jen and Diane belong to a local red hat society club. The "Red Hatters" is a global society of women that supports and encourages women in their pursuit of fun, friendship, freedom, fulfillment, and fitness. Jen and Diane attend several social functions throughout the year, with their own small group, as well as with groups from all over Canada and the United States. It is always a great time to get together with a bunch of women and get dolled up!

DREAMS - ONE PERSON AT A TIME ...cont'd



CSD Corunna Satellite

To promote people participation in the community where they live, the Community Skills Development Program created a satellite, two days per week, at the All Saints Church in Corunna for people receiving LCDS supports who live in St. Clair Township. Jennifer and Lisa enjoy connecting to their community through the new CSD Corunna Satellite Day Program. They enjoy attending a coffee club, attending the local gym, visiting their local library, and keeping on top of and attending local events.

PE/Oil Town Suds and Duds Success Story

Collecting money from the 15 washing machines and 9 dryers from the Laundromat was a timely task that was completed by support staff from Petrolia Enterprises. The counting took place in the Supported Employment Services office.

One day Errol and Mel made the comment, "that looks like fun". Be careful what you wish for!

Mel and Errol have become accomplished coin collectors, rollers and depositors.

They each started with support staff opening the machines and coin dispensers while they dumped the coins into buckets. Mel and Errol learned how each machine opened and which key needed to be used. Mel now independently empties the washing machines and Errol the dryers. Support staff help only if there is a jam.

Rolling coins can be a fun job, but rolling the 40 quarters to a roll and 25 loonies to a roll can be overwhelming. Support staff assisted Errol and Mel by



devising a system where X's were placed on a piece of paper and coins could be put in piles of 5 and then rolled. Mel and Errol now independently roll all coins (without any paper/X assistance).

Mel and Errol are now depositing the money in the bank as well and have provided the bank with a correct count every time. They have made connections at the bank as the tellers know them by name and greet them with a smile.

Errol and Mel take all necessary paperwork signed, sealed and delivered to the Accounting Department as they know that is appreciated by the Accounting Team.

This is a paid position, which Errol and Mel can do independently and do well, with assistance in transportation only.

DREAMS - ONE PERSON AT A TIME ...cont'd



Challenger Baseball

Last year, Lisa tried out for, and made, the Thursday night Challenger baseball team in Sarnia. She is very excited that her new season would be starting as she had been asking for months, “when is baseball starting.” Lisa prepared all of her baseball gear well in advance and was excited and ready to start the new season. She was happy to see all of her teammates from last year and is now experimenting to find out what position she likes playing best. The team plays on Thursday evenings at Germain Park in Sarnia.

Chris is Working Full Time

After some hard work and determination to achieve my goal of competitive employment I was successful in getting a Full Time job with General Maintenance Services (GMS) based out of Sarnia. Working with the Employment and Learning Services in Petrolia I was able to complete the required training necessary to apply for the position. I am thoroughly enjoying my lawn maintenance duties with the ‘Golden Girls’ crew; they keep me moving in this early spring heat. I am working at the Imperial Oil site and I have learned a great deal in a short time. I have been learning how Imperial Oil Refinery operates and the importance of job safety. I look forward in getting up and heading off to work each day, but sometimes I hope for a rainy day!



Dreams Really Do Come True for Deb

Deb and her mother dreamed that one day Deb would visit Disney World and experience all the magic that it has to offer. This past March she was finally able to live this dream. Her friend and roommate John flew to Florida with her, adding yet another new life experience for her. The rides, the shows, the fantastic meals and of course the fireworks were all part of the most magical week she could have imagined. Living out your dreams is what life is all about!!

“A person should set his goals as early as he can and devote all his energy and talent to getting there. With enough effort, he may achieve it. Or he may find something that is even more rewarding. But in the end, no matter what the outcome, he will know he has been alive.”

- Walt Disney - Mellissa

PEOPLE WHO HAVE MADE A DIFFERENCE IN OUR LIVES...

Amy

Amy was born on January 24, 1964 in Hong Kong, China. She lived there until the age of 4 before moving to the City of London, Ontario where she grew up. She was the beloved only child of Colin and Wing Ho.

Amy moved to Thedford residence (a large residence that was owned by LCDS until 1986) at the age of 19 years. What a huge change for Amy! It was here that she would begin a journey in her life as an independent woman and accomplish many of her life dreams and goals.

Over the 28 years of support within LCDS, Amy lived in the communities of Thedford, Brigden, Watford and then finally Petrolia, where she had always wanted to live. With the generous assistance of her wonderful parents, a house was built on Eureka Street for Amy to live in. This house quickly turned into a place that she loved and called home.

Amy was a very inquisitive, loving and caring person. She loved to travel the world, loved babies and animals but most importantly, she loved her parents and her boyfriend, Brian Clarke. There are so many stories and fond memories to share about Amy.

It is with great sadness that we had to say goodbye to our dear and close friend. Amy passed away peacefully at CEE hospital on September 14, 2011 in her 47th year. She is greatly missed but her memories remain with all those who knew her forever.



Yvonne

Yvonne was born on June 10, 1959 in Southhampton, Ontario. She was the daughter of William and Stella Solomon and the sister of 17 other siblings.

Yvonne moved to Forest on August 30th, 1982 and later to Petrolia in 1984. She loved her newly found independence. She enjoyed working at Petrolia Enterprises and different contracts in the department. She was a member of the Special Olympics bowling team, as well as their swim team. Yvonne was also a member of the Wyoming Friendship group which she attended for many years.

Yvonne shared her life with her best friend and life partner, Stewart Bright. Yvonne and Stewart were inseparable and enjoyed doing many things together.

It is with great sadness that her close friends said goodbye. Yvonne passed away peacefully at University Hospital on Tuesday, August 9, 2011 in her 53rd year. She will be missed greatly and her memories will remain with all those who knew her forever.

Anita

Anita Workman truly was an angel here on earth. She began her journey with LCDS at a very young age with respite visits to the Maple Street Residence. After graduating from LCCVI, she attended the Community Skills Development Program. Although it was difficult for her wonderfully loving family, they accepted an opportunity for Anita to share a placement with a long-time friend, Beth, at Maple Street. When Anita returned home every two weeks to enjoy time with her family, Beth moved back into Maple Street and vice versa. Sadly, Anita left us on March 18, 2012. She spread her angel wings and flew to that glorious place of no limitations. She touched many lives over the years and made many friends. She will be sincerely missed by all of us, but her memories will remain forever.



LCDS FOUNDATION

LCDS Foundation Board

The LCDS Foundation Board of Directors has been working hard over the past year to develop Fundraising policies, plans and guidelines. The LCDS Foundation is a separate entity from LCDS and carries out fundraising activities to raise financial gifts exclusively to support the ongoing mission of LCDS.

Long Term Goals of the LCDS Foundation:

- 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 Respite Fund to be used to develop new Respite Opportunities

The LCDS Foundation Board of Directors:

Steve Hull, *Chair*
John Douglas
Debbie McNeil
Bob Tanner
Don McGugan
Patrick O'Malley

Every Board member supports the fundraising efforts of the LCDS Foundation through specific assignments or duties in their role. These are based on their individual strengths, community position and willingness to grow in specific fundraising strategies. Foundation divisions include Major Gifts, Special Events, Foundations and LCDS Family and Friends.

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!



FUNDRAISING ACTIVITIES IN 2011-2012

Fusion: a Discovery of Local Food and Wine

The 2nd Fusion: a discovery of local food and wine was held November 11 & 12, 2012 at the RBC Centre in Sarnia. This tradeshow style event attracted over a thousand attendees from Lambton County and the surrounding area. Fusion featured 35 local award-winning food and wine vendors who offered samples of their most popular products. Guests enjoyed live jazz music, stage demonstrations and samplings from breweries, wineries, restaurants, caterers and food producers from all over Ontario. The Education Series was very popular, offering free educational seminars presented by several vendors and special guests. The show was received

with rave reviews from attendees, vendors and the greater community. Fusion 2012 will take place on November 9th & 10th at the RBC Centre and is expected to be a huge success, building on the momentum and marketing investment made in the 2011 show!



Golf Tournament

The 15th Annual LCDS Charity Golf Tournament took place at Widder Station Golf Club on Thursday July 21st, 2011. It was a full tournament organized by a dedicated volunteer committee who raised over \$15,000 to support the Saturday Recreation Program which provides a fun, community based respite opportunity for people who live with their families at home.

Valentine Auction

On February 4, 2012, LCDS held it's Bi-Annual Valentine Auction at the Brigden Fairgrounds to raise money for updates, repairs and maintenance to LCDS owned homes and properties. The Valentine Auction revenue reached an all-time high this year at over \$45,000! We are so pleased with the success of this event and with the support of our community through donations, volunteerism and attendance the night of the event! We would like to thank the committee of dedicated volunteers whose hard work and dedication have been so vital in the success of this event!



Pedal to the Pines

This year's Pedal to the Pines was a huge success with beautiful weather, 95 bikers participating and over \$2800 raised for LCDS! Thanks to all the volunteers and the Pedal to the Pines team for choosing Lambton County Developmental Services to receive the proceeds.

FUNDRAISING ACTIVITIES IN 2011-2012 ...cont'd



Fundraising Dollars at Work

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

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

Corporate Appreciation

Lambton County Developmental Services held their Annual Corporate Appreciation event at the Victoria Playhouse in Petrolia on February 29, 2012. Corporate Appreciation Award recipients for 2011 were RBC Royal Bank, Basement Boss and Blackburn Radio. Pictured from left are LCDS Executive Director Pat O'Malley, Debbie McNeil of RBC Royal Bank, LCDS Manager of Fund Development Adelle Stewardson, Stephanie Lindau of Blackburn Radio, Paul Smith of Able-Tec Enterprises/Basement Boss and LCDS General Manager of Property Nick Salaris.



A VERY BIG THANK YOU!

Residential Services Committee

For over thirty years, the people supported in LCDS residential services have received Christmas and birthday cards from a group of dedicated volunteers. The Residential Services Committee was formed more than 30 years ago to raise funds for items that directly benefited people in LCDS residential services to help offset the cost of items not covered by government funding. The Committee worked bingos to raise funds. This was during the time when bingos were one of the main sources for fundraising and it was not uncommon for this group of volunteers to raise over \$20,000 annually. The funds were used to purchase equipment, supplies and household items and personal items, birthday and Christmas gifts, and to support activities for people supported such as the annual Supported Independent Living Christmas Party.

When the Committee was very active, in addition to raising money, they spent one-to-one time with people supported, provided recreational opportunities, volunteered at fundraising events such as the Annual Charity Golf Tournament and sent cards and flowers to people in service.

As funds from bingos declined and other resources were challenged, the Committee decided to officially disband in 2003 but a few members have continued to send birthday and Christmas cards to people in LCDS services.

LCDS is grateful for the support provided by the members of the Residential Services Committee over the years. The following ladies gave of their time and talents to support LCDS - Ila Joris, Pauline Van Eyk, Nellie Verhoeven, Maryann Caris, Jane Rombouts, Rev. John Brown, Mary Hogervorst, Ann McInnis, Mary Elliott, Willy Van Kessel, Barb Vermeiren, Trish Daubs, Yvonne Bouwma, Sylvia Odolphy, Cathy Van Kessel, Joan Parker, Sue Williams, Helen Batten, Mary Jane Passenier, Marian Rumford, Suzanne Hodgins and Sherie McLachlan. We apologize if we missed someone.

Long Service Employees

LCDS holds an Employee Service Awards night annually to celebrate and thank employees who have worked for LCDS for ten, fifteen, twenty, twenty-five, thirty years and up. This year's event took place at Sawmill Creek Golf Resort and Spa on November 23rd with seventeen LCDS employees being recognized for their years of service to LCDS. This year's award recipients were:

Twenty-five Years of Service	Laurie Edge, Krista McCann and Heather Thompson
Twenty Years of Service	Linda Friday, Diane Geddy, Mary McKinlay, Wayne McLellan, Diane Monteiro, Gracy Ritchie, Nick Salaris and Donna Ellis
Fifteen Years of Service	Donna Phillips and Elaina Burr
Ten Years of Service	Karis Callander, Dan Cumming, Chantal McCulloch and Jodi Vandenberg

Congratulations and thank you for a total of 380 years of service to LCDS.



Krista McCann and Heather Thompson



*Dan Cumming, Jodi Vandenberg,
Karis Callander, and Chantal McCulloch*

PROPERTY REPORT

LCDS wants to ensure that all of its homes and properties meet, and exceed, the CARE, provincial, municipal and our own high standards for property maintenance.

This past year has seen many improvements and renovations to the properties. Some of the highlights include: the installation of a sprinkler system in one home to promote safety and security; the installation of hand rails and flooring to increase mobility and independence while decreasing the opportunity for slip and falls; the replacement of portable lift systems to promote safety, independence and accessibility; window and roof replacements to promote energy efficiency; washroom renovations to promote accessibility, safety and independence and the updating of sump pits and pumps to include back-up systems to protect homes from flooding during power outages.

Habitat for Humanity

LCDS was very fortunate and honored to be approached by Habitat for Humanity Sarnia-Lambton (www.habitatsarnia.org) to partner together on a home build for spring 2012 in Petrolia for people supported by LCDS. Habitat for Humanity is a non-profit, international, faith-based organization working in partnership with families and the community. Their goal is to improve lives by providing simple, decent and affordable home ownership. This appears to be the beginning of a successful partnership and what may be a very positive relationship for years to come.

The lot is located in Northridge Estates in the east end of Petrolia (just off Petrolia Line). The ground breaking was on March 31, 2012 and beginning in April, teams of volunteers will dedicate their time and talents to construct the future home of Dave, Mellissa and Tyson. Tentative plans are for a mid-to-late July move-in date. Many thanks are to be extended to Habitat for Humanity Sarnia-Lambton and their dedicated group of volunteers.

Tyson, Rotary member and Petrolia Town Crier Les Whiting, Dave, Mike Caverley, RBC Royal Bank Regional Vice-President, Mellissa and David Butler, Habitat for Humanity Sarnia-Lambton President, at the ground breaking on March 31, 2012.



56TH ANNUAL GENERAL MEETING MINUTES

Wednesday, June 20th, 2011 - 5:00 p.m.
Community Skills Development Building
339 Centre Street, Petrolia, Ontario

The 56th Annual Meeting of Lambton County Developmental Services was called to order by the President, Frank Huybers, at 5:05 p.m.

Welcome and Reading of the Prayer:

Frank Huybers, President, welcomed members and guests of the Agency and opened the meeting by reading the Prayer.

Maria Van Bommel, MPP Lambton-Kent-Middlesex brought greetings on behalf of the Government of Ontario and Minister of Community & Social Services, the Honourable Madeleine Meilleur. Mrs. Van Bommel expressed appreciation for being invited and commented on the work being done provincially in developmental services and the government's commitment to the developmental services sector.

Jane Joris, Vice President of OASIS and Past President of LCDS, brought greetings from the OASIS Board of Directors and its 156 member agencies and congratulated LCDS on another successful year. In 1996, LCDS was one of the six founding members of OASIS. OASIS continues to act on behalf of member agencies on priority issues in the developmental services sector.

Frank Huybers read greetings received via email from MCSS Program Supervisor, Robert McKellar. Mr. McKellar extended best wishes and appreciation to Board Members and offered congratulations to the Volunteers and Donors being recognized this evening following the Annual General Meeting. Mr. McKellar thanked LCDS management and acknowledged the successes that MCSS and LCDS have worked hard to accomplish including responding to young adults transitioning from child welfare to adult services, the growth and stability of Home Share supports, the new opportunity for LCDS with Habitat for Humanity and LCDS leadership in person-directed planning.

Minutes of 2010 Annual Meeting:

Kari Lupton, Secretary, asked members to refer to the Annual Report for a copy of the minutes of the 2010 Annual Meeting, held on June 21st, 2010.

Moved by: Kari Lupton, Seconded by: Jane Joris

“that the minutes of the June 21st, 2010 Annual Meeting of Lambton County Developmental Services, be accepted as presented”. Carried

Annual Written Report:

Copies of the LCDS Annual Report 2010-2011 were made available to members and guests upon arrival.

Moved by: Kari Lupton, Seconded by: Adrian Vermeiren

“that the 2010-2011 Annual Report be accepted for information”. Carried

Financial Statements:

Audited Statement:

President, Frank Huybers, stated that the financial statements for the year ending March 31st, 2011 were audited by Woods Pearson & Associates, Chartered Accountants of Forest, Ontario, and copies of the audited statements were available for anyone that wished one.

Treasurer's Report:

In the absence of Treasurer, Scott Campbell, Frank Backx presented the Treasurer's Report.

Moved by: Frank Backx, Seconded by: Orrin Farr

“that the Treasurer's Report and the audited financial statements for the year ending March 31st, 2011 be accepted”. Carried

Appointment of Auditors:

Moved by: Frank Backx, Seconded by: Kari Lupton

“that the appointment of the Auditors be referred to the Board of Directors for the 2011-2012 year”. Carried

56TH ANNUAL GENERAL MEETING MINUTES ...cont'd

Approval of Actions of the Board for 2010-2011:

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

Moved by: Kari Lupton, Seconded by: Jane Joris

“that the actions of the Board of Directors of Lambton County Developmental Services, for the period April 1, 2010 to March 31, 2011, be approved”. Carried

Nominating Committee Report:

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

Board Members on the Board who will continue to serve are:

One Year:

Adrian Vermeiren
John Douglas
Kari Lupton
Tony Hogervorst

Two Years:

Frank Backx
Frank Huybers
Orrin Farr

Eligible for Re-Election for a 3-Year Term:

Tom Saul
Terry Taylor

Jane Joris and Russell Morrison have served the maximum nine consecutive years on the Board and must step down.

Scott Campbell is stepping down from the Board after serving eight consecutive years.

In accordance with our Agency Bylaws,

Greg Bond has been nominated for a two-year term and has agreed to accept the nomination.

Rev. G. Nick Wells and Corrine Nauta have been nominated for three-year terms and have agreed to accept the nomination.

Election of Directors:

President, Frank Huybers, stated that “according to the Agency By-Laws, there were no more nominations to the Agency Board and therefore, nominations are closed at this time”.

The President asked the Secretary, Kari Lupton, to cast a single ballot declaring the slate of Directors to be elected to the Board.

Installation of Directors:

The form for installation of the Board of Directors of Lambton County Developmental Services was read by Jane Joris, and the Directors were then installed.

Patrick O'Malley, 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. Following this brief meeting, the audience would be informed of the results of the Board Officer elections.

Message from the President:

President, Frank Huybers, delivered his message on behalf of the Board. Frank commented on the challenges LCDS had faced over the past year resulting from the slow economy and government funding issues. The resignation of Executive Director, Don Seymour, in October presented a major challenge for the Board; however, since his appointment last fall Patrick O'Malley has made the transition from Financial Controller to Executive Director seem relatively seamless. Pat held both positions until recently when a new Financial Controller was hired. On behalf of the Board, Frank stated that the Board has enjoyed working with Pat and look forward to working with him in the coming year.

56TH ANNUAL GENERAL MEETING MINUTES ...cont'd

Update from the Executive Director:

Executive Director, Patrick O'Malley, gave an update on the challenges and accomplishments at LCDS over the past year including the introduction of the new day supports program in Corunna, the sale of the Confederation Line property, the departure of Executive Director, Don Seymour, the donation of a woodworking business from Andy Gelinis and the growth of Home Share which is now offering support to eleven people with three more people interested. Also as part of the government's transformation of developmental services, new Quality Assurance Measures were introduced and implemented at LCDS demanding a significant amount of time and resources. On July 1st, 2011, the new Application entities (Developmental Services Ontario) will become operational providing a single point of access to services for adults with a developmental disability in Ontario. Pat thanked the staff for all their hard work over the past year. He welcomed Debbi Potter to LCDS as the new Financial Controller. He expressed his appreciation to the Strategic Leadership Team for their help and support. He thanked the Volunteer Board members for time and expertise and Lisa Freer for bringing staff insight to the Board meetings.

Other Business:

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

Presentations:

President, Frank Huybers, called upon Jane Joris, who is ending her term on the Board of Directors after serving her maximum nine consecutive years and presented her with a gift for her many years of dedicated service.

As Scott Campbell and Russell Marrison were not in attendance, their gifts will be presented to them at a later date.

Adelle Stewardson presented the 2011 Student Volunteer Scholarship in the amount of \$1,000.00 to Zach Aitken. Zach has been a long-time volunteer at the Zone Street Residences in Wyoming and will be pursuing post-secondary education this fall. Congratulations were extended to Zach on behalf of LCDS.

Adjournment:

The President called for a "Motion of Adjournment of the 56th Annual Meeting of Lambton County Developmental Services".

Moved by: Orrin Farr, Seconded by: Adrian Vermeiren

"that the 56th Annual Meeting of Lambton County Developmental Services be adjourned." Carried

Thank You for Attending:

The President 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 5:55 p.m.

Officers for the Coming Year Announced:

Following a brief meeting of the Board, Patrick O'Malley announced the Officers for the coming year.

The Officers of Lambton County Developmental Services for the 2011-2012 year are as follows:

Frank Huybers, *President*

Adrian Vermeiren, *1st Vice President*

Tony Hogervorst, *2nd Vice-President*

Frank Backx, *Treasurer*

Kari Lupton, *Secretary*

Patrick O'Malley, *Executive Director*

The Volunteer and Donor Appreciation Barbecue followed the meeting.

FINANCIALS

Lambton County Developmental Services STATEMENT OF FINANCIAL POSITION As at March 31st, 2012

ASSETS

	March 31st 2012	March 31st 2011
Current Assets:		
Cash and Banks	\$ 162,980	\$ 106,770
Accounts Receivable	40,773	75,449
GST Receivable	14,079	21,045
Prepaid Expenses	91,221	55,573
	<u>309,053</u>	<u>258,837</u>
 Capital Assets	 <u>6,143,291</u>	 <u>6,297,141</u>
 TOTAL ASSETS	 <u>\$ 6,452,344</u>	 <u>\$ 6,555,978</u>

LIABILITY AND SURPLUS / (DEFICIT)

Current Liabilities:		
Trade Payables	\$ 565,695	\$ 687,621
Due to Foundation	14,778	50,582
Deferred Revenue	17,465	15,952
Current Portion of long-term debt	97,890	133,898
Total Liabilities	<u>695,828</u>	<u>888,053</u>
 Long Term Debt	 1,949,357	 2,083,303
 Net assets invested in Capital Assets	 4,096,044	 4,079,939
 Accumulated Surplus / (Deficit)	 <u>(288,885)</u>	 <u>(495,317)</u>
 TOTAL LIABILITIES & SURPLUS / (DEFICIT)	 <u>\$ 6,452,344</u>	 <u>\$ 6,555,978</u>

FINANCIALS

Lambton County Developmental Services

Treasurer's Report for Annual Meeting

June 25th, 2012

On behalf of the Board of Lambton County Developmental Services I am pleased to report on the 2011/12 fiscal year. The year ended with a small surplus of \$3,871, which is an excellent result given all the challenges of the past year. We continue to provide excellent services with the funding we are provided. I wish to thank the Administration staff for all their support over the past year.

	<u>2011-12</u>	<u>2010-11</u>
Revenues		
Ministry Subsidy	\$ 9,973,934	\$ 9,732,442
Other Grants & Subsidies	92,388	222,866
Sales - Petrolia Enterprises	229,958	243,701
Rental Income	226,979	254,707
Other Income	144,165	109,501
	<u>10,667,424</u>	<u>10,563,217</u>
Expenditures		
Wages & Benefits	8,817,473	8,482,869
Travel	288,519	284,118
Training	42,370	43,681
Building Occupancy	517,147	653,935
Purch. Services, Home Share & Busing Costs	752,083	801,105
Program Expenses	149,316	141,750
Personal Needs, Food & Health	32,097	43,987
Promotion & Publicity	17,234	22,744
Office Expenses	103,129	99,109
Other Expenses including computers	124,114	155,895
Recoveries	(179,929)	(163,354)
	<u>10,663,553</u>	<u>10,565,839</u>
Operating Surplus / (Deficit)	<u>\$ 3,871</u>	<u>\$ (2,622)</u>

Audited financial statements are available upon request. Please feel free to contact LCDS if you require any further information.

Respectfully submitted by,

Frank Backx
Treasurer, LCDS

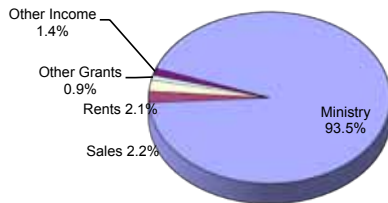
FINANCIALS



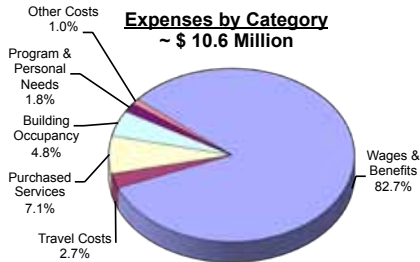
Financial and Service Highlights

Year Ending 31 March 2012

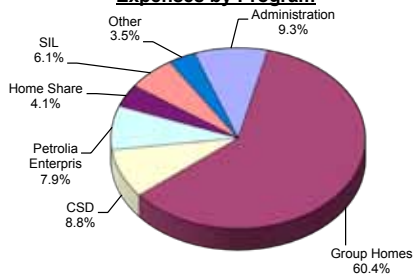
Revenue ~ \$10.6 Million



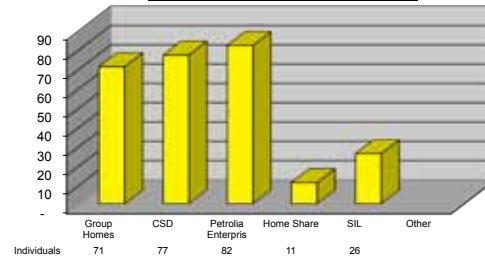
Expenses by Category ~ \$ 10.6 Million



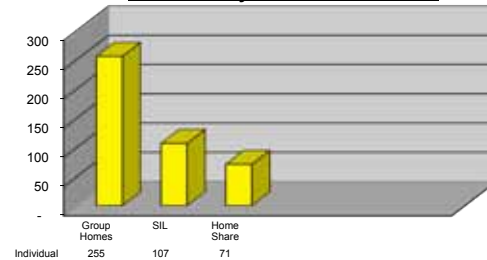
Expenses by Program



Number of Individuals Served



Cost Per Day Of Service Provided





l c d s

One person at a time.

Lambton County Developmental Services

339 Centre Street, Petrolia, ON N0N 1R0

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