

Annual Report

2023-2024



lcdds
One person at a time.



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2023-2024

LCDS Board of Directors

OFFICERS



Jill Cousins
Board Chair



Nick Salaris
Executive Director, LCDS



Tim Hendra
Board Vice Chair



John Douglas
Secretary



Chad Turnbull
Treasurer

BOARD OF DIRECTORS



Jim Burns



Jane Joris



Walt Farr



Cody Simpson



Rose Vandenberg



Mike Gilfoyle

LCDS FOUNDATION BOARD OF DIRECTORS

John Douglas,
Vice President

Mary Van Delft,
Secretary/Treasurer

Kari Lupton

Rose Vandenberg

Jim Burns

SENIOR LEADERSHIP TEAM

Nick Salaris, Executive Director

Elizabeth Forman, Human Resources Director

Tracie Bennett, Finance Director

Krista McCann, Community Supports Director

Jill Johnston, Residential Supports Director

OUR VISION

Inclusive Communities ~
Innovative Leaders

OUR VALUES

CARE - We express our care by honouring the dignity and uniqueness of each person. We engage others with courtesy, respect, and kindness as we champion equity, empowerment and self-determination.






CONNECTION - We intentionally cultivate relationships, demonstrating inclusion, equality, and citizenship.

EXCELLENCE - We provide exceptional professional services and supports. We are accountable and transparent, and continually learn and adapt.

OUR MISSION

Empowering people with
developmental disabilities

LCDS SERVICES

-  Adult Accommodation
-  Supported Independent Living
-  Host Family
-  Community Connections
-  Passport Services
-  Empowering Employment
-  Social Enterprises

MESSAGE FROM THE

Board Chair & Executive Director

"First seek to understand before you seek to be understood."

- Stephen Covey

It is with immense pleasure and pride that we present to you the 68th Annual Report on behalf of our amazing organization. The report encapsulates our collective journey, accomplishments, challenges, and aspirations as we strive to fulfill our mission of "empowering people with developmental disabilities." As we put the pandemic behind us and work towards a new Strategic Plan, we particularly want to take the time to acknowledge, genuinely appreciate, and fully highlight the wonderful work and accomplishments of the past year.

The Ministry of Children, Community & Social Services (MCCSS) remains on their path for developmental services sector transformation. ***Journey to Belonging: Choice and Inclusion*** lays out the ministry's long-term vision and plan for developmental services reform in Ontario. We are fortunate to have a great working relationship with our MCCSS Program Supervisor, Nadine Crumb.

We are extremely privileged to live, work and play in this great community. We are deeply grateful for the unwavering support of our stakeholders, whose trust and confidence in our organization continue to inspire us to push the boundaries of what is possible. Together, we have achieved significant milestones and made tangible progress towards our shared vision of a more inclusive and equitable community.

We would like to extend our heartfelt gratitude to our dedicated staff, volunteers, board members, Foundation board members, rights review committee members, donors, and community partners for their unwavering support and commitment. You make it possible for the organization to live and breathe our mission and work towards our vision of 'inclusive communities ~ innovative leaders' by honouring our core values of 'care, connection, and excellence.'

Our fundraising and agency events continue to flourish. We were blessed to host some extremely popular events (Toronto Blue Jays/Detroit Tigers game, LCDS Golf tournament, Fusion, Petrolia Lions Fish Fry, and Dueling Pianos to name a few). We will be looking to add some new and exciting events to our calendar in the coming year as well.

Looking ahead, we remain committed to building on our successes and addressing the challenges that lie ahead. We also recognize that there is still much work to be done. We remain committed to continuous improvement, innovation, and collaboration as we navigate the evolving landscape of developmental services in Ontario. We are looking forward to the new year ahead.

Respectfully,



A handwritten signature in black ink, appearing to read "Jill Cousins".

Jill Cousins
Board President



A handwritten signature in black ink, appearing to read "Nick Salaris".

Nick Salaris
Executive Director

A Celebration of Life



DEBRA PETKO

OCTOBER 4, 1971 - JULY 19, 2023

For those fortunate enough to have known Debra, they think of her often and remember her beautiful smile that would light up the room. Debra's favourite days were often spent at the Sarnia Lambton mall, enjoying a poutine while checking out the latest sales! Over the years, Debra was a good teacher, teaching staff patience and respect with those who supported her. Debra was an avid people watcher and would shake her head if she simply did not agree. Family and friends were everything to Debra. She enjoyed spending weekends with her parents going for walks under the Blue Water bridge, and seeing her friend Allison. Debra, you are missed and thought of often!

DOROTHY (BETH) BRIGHT

MAY 28, 1971 - JUNE 5, 2023

Beth was a one-of-a-kind lady who loved life and all of the wonderful things that it had to offer. Beth had a strong family connection, and she appreciated the special times that she got to share with them.

Beth loved wedding dresses, animals, butterflies and having a good time. Many people who have supported Beth at the various locations within the Agency, undoubtedly have created wonderful memories of her. Beth was a very charismatic woman who could make a memorable impression on new people, and she would always manage to recognize a face. Beth could be anywhere, and she could find someone that she knew, and she would always share an enthusiastic greeting with them!

Beth will leave a huge void in the Brigden residence, and she will be fondly remembered by her housemates and the many Support Workers who supported her.

"Butterflies appear when angels are near" - Ashley Jade





KEVIN STOKES

OCTOBER 12, 1961 - JANUARY 17, 2024

Kevin was best known for his bright red hair, lovely smile, his love for his surgical gloves, and his mischievous ways. Kevin enjoyed sensory items however purple surgical gloves were always his favourite. He could almost always be seen with one in his hand.

Kevin's family was his whole life, and he loved them very much. His mom, Leona, was his best friend. They would often share stories from Kevin's childhood of the shenanigans he would get into.

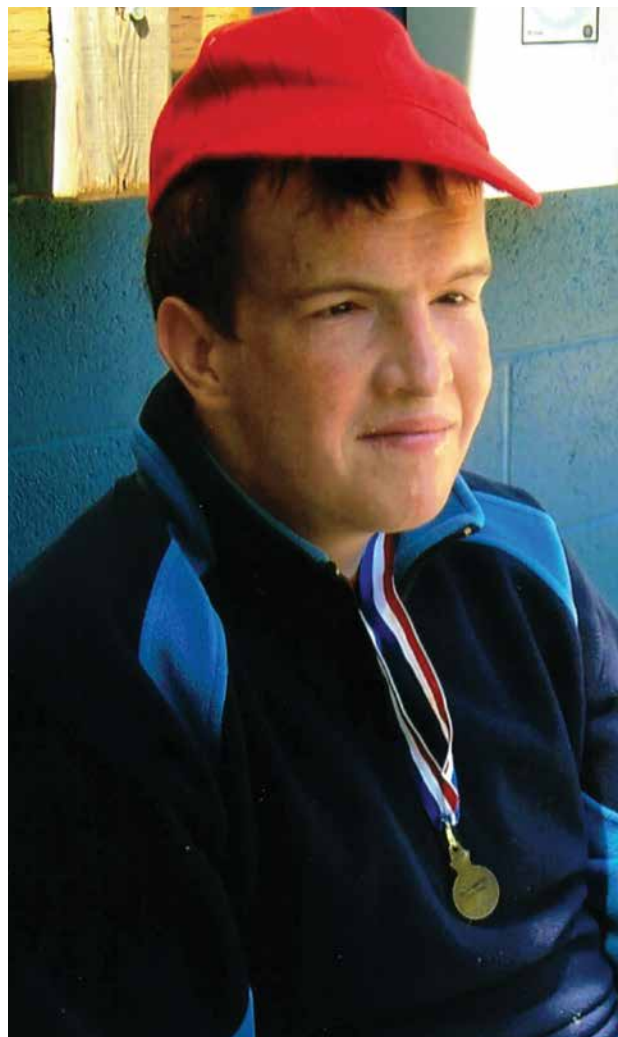
Kevin was a gentle soul and had a very easy-going way about him. He enjoyed spending time on his patio, with his housemates and neighbours. He was always up for an adventure and enjoyed new experiences and places. These included Disney World, taking the train to Toronto, the African Lion Safari, riding in a helicopter, walking Alpacas and many more.

Kevin is greatly missed by many. His memory will live on through his family, friends, and all that he made an impact on.

ROBERT MCILWRAITH

OCTOBER 4, 1980 - JUNE 27, 2023

Robert had a mischievous sense of humour, an inquisitive mind and enjoyed watching home maintenance projects being completed. He was always eager to help out or supervise, wearing his favourite safety vest and hard hat. He was also passionate about Nintendo, camping and all holidays. Our lives are richer because of him. The memories we made with him remain cherished.



Continuous Improvement Data

The Numbers Behind the Quality at LCDS

DEMOGRAPHICS

LCDS supported 156 people (excluding Respite and Weekend Recreation Services.) These are the people that are included in the data below. LCDS supported an additional 34 people through Respite and Weekend Recreation Services.

MALE	FEMALE	OTHER
91	64	1

AGE RANGE	18 - 40	41 - 65	66 - 85
	66	81	9

EFFECTIVENESS OF SERVICES

MEDICATION ERRORS

The Year-to-Date total of medication errors is: 95

Summary of Results:

Medication errors have decreased this past year! 2022-2023 total medication errors were 132 and are down by 37!

The agency has put some strategies in place that we have seen some success with. These things include “Karie machines”, a machine that assists people in administering their medications and has the technology to alert staff in the event that the person has missed their medication dose. All support locations have put a reminder system in place including the use of alarms, technical aids like “Alexa” etc. Some locations have started using “EMAR” (Electronic Medication Administration Records.)

SATISFACTION OF SERVICES

127 SURVEYS COMPLETED

LCDS Satisfaction Survey for people supported are completed at the annual Life Plan Gathering. 81% of people completed the survey resulting in 94% satisfaction with services.

Family Satisfaction: There was one Serious Occurrence reported for complaints regarding services by family.

LCDS GRANTS/FUNDRAISING/ DONATIONS:

Total amount: \$264,049

Summary of Results:

LCDS continues to take part in OLG Bingos, apply for grants and receive generous donations from the LCDS Foundation.

Continuous Improvement Data

The Numbers Behind the Quality at LCDS cont'd...

CURRENT LIFE PLAN

The percentage of people with a current life plan is:

98%

Summary of Results:

The percentage of people with current life remains above our target which we are happy to celebrate! People enjoy talking about their dreams, desires and aspirations in person or virtually while sharing a laugh with those who they care most about.

LIFE PLAN GOALS

MET 41% **TARGET** >92%

Summary of Results:

Life Plan Goals met remain well below target. We did however see a 9% increase this year which is a step in the right direction. It should be noted that when you look at all the steps ("Tasks") that it takes to complete a goal, we are sitting at 64% of those completed. This has also increased by 9% and is a better reflection of the things that people have accomplished. We are seeing success in getting people out into their community, being included and building relationships with Support Planning Training back up and running, an engaged Support Planning Committee and Support Lead Positions. We hope to continue to see these stats grow in the years to come.

EMPLOYEE TURNOVER RATES

DIRECT SUPPORT:			NON-DIRECT SUPPORT:			TOTAL AGENCY TURNOVER	
	FULL-TIME	PART-TIME		FULL-TIME	PART-TIME		
ACTUAL	14.68%	29.88%	ACTUAL	8.79%	0%	ACTUAL	20%
TARGET	<5%	<15%	TARGET	<5%	<15%		

Summary of Results:

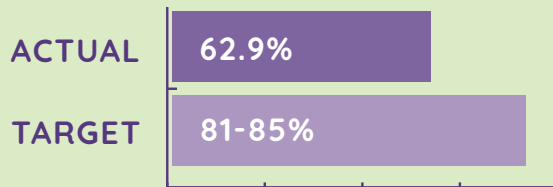
Data collection on employee turnover reflects continuity and consistency in service delivery. This past year we saw a considerable decrease in the part time turnover rate. Last year's results were 41.85% for Direct Support's and 7.02% for Non-Direct. We also saw a 4% decrease in our overall turnover rate. LCDS continues to work hard on recruitment and retention.

Continuous Improvement Data

The Numbers Behind the Quality at LCDS cont'd...

BUSINESS PERFORMANCE INDICATORS

PERFORMANCE DEVELOPMENT PLANS



Summary of Results:

Performance development is an ongoing process that enables two-way conversation addressing goal setting, development planning, ongoing coaching and feedback. Employees with plans can lead to increased productivity, establish transparency, help with leadership development, increase retention, boost morale and help employees find development opportunities that suit their goals. Over the past few months a new Performance Development Plan process has been rolled out and we are hopeful we see some improvement in our stats to come over the next year.

SOCIAL ENTERPRISES

Net Sales: **\$(115,039)**

Summary of Results:

LCDS has been practicing Social Enterprise informally for many years. With Ministry funding decreasing every year, this past year receiving \$57,585, the plan for Social Enterprise is to become a true business model. Petrolia Enterprises (PE) started as a sheltered workshop to provide training and work experience to people with disabilities. PE is now the employer of people of all abilities who have the skill, passion and love to show their inspiration in creating home décor, furniture and seasonal items which can be found at our Olde Post Office Gift Shoppe & Ice Cream Parlour. In addition to the items handcrafted by PE, you can also find candles, cutting boards, purchased items, consignment items and much more. And of course, don't forget to come try out Shaw's famous ice cream flavour's.

EMPLOYEE INJURIES/ ACCIDENTS

Lost time accidents:
25 hours lost

Summary of Results:

Although 0 hours lost time is the goal, hours lost is down drastically from 2022-2023's 624.5 hours. LCDS strives to provide a safe and healthy environment to all employees. Having a safe place to work is vital because it safeguards lives, improves health and well-being and enhances productivity.

Department Highlights



HEALTH AND SAFETY

The Health and Safety department had some remarkable achievements in the past year. One highlight of the year was the collaboration with the St. Clair and Petrolia & North Enniskillen Fire Departments. Through this partnership, both employees and individuals receiving services had the valuable opportunity to engage in hands-on fire extinguisher training and emergency preparedness under the guidance of first responders. This initiative not only equipped participants with life skills but also helped foster a stronger relationship between LCDS and our local fire departments.

The development of LCDS Multi-Year Accessibility Plan was finalized. This plan focuses on addressing areas within our facilities and services that require attention to meet all the regulatory requirements of the Accessibility for Ontarians with Disabilities Act (AODA).

As part of our ongoing commitment to enhancing transportation safety, a Safe Transportation training course was revised

to be more accessible as an on-line training module for all LCDS employees. This initiative is designed to offer comprehensive guidance on LCDS fleet vehicle regulations and expectations, ensuring clarity and consistency across the board. The e-learning program covers various topics such as safe driving practices, vehicle safety protocols, accessible parking standards, and emergency procedures. Furthermore, instructional videos addressing circle checks and vehicle lifts have been developed and incorporated into the training module.

The Joint Health and Safety Committee (JHSC) remains actively engaged in addressing workplace safety issues, concerns and emerging trends. Recent meetings have focused on reviewing the results of the Violence and Harassment Survey completed by employees. The Joint Health and Safety Committee (JHSC) is committed and actively addressing the importance of prioritizing efforts to reduce workplace harassment and bullying, while also fostering a workplace environment that is safe and respectful.

VEHICLE COMMITTEE

LCDS continues to face challenges as a result of its aging fleet, which demands frequent repairs and places a significant financial strain on the agency.

This year, the agency was able to assist with substantial financial assistance to invest in our fleet by acquiring two new vehicles. These additions consist of an accessible vehicle and one 2023 Ford Escape.

In December, the Ministry of Transportation (MTO) conducted an inspection on a location's mini bus. The vehicle inspection was successful in passing and receiving the MTO compliance.



Department Highlights cont'd...



CELEBRATION OF EMPLOYEES

Our 250 employees are instrumental in driving positive change and advocating for inclusivity, empowerment, and dignity for individuals with developmental disabilities. We are grateful for their hard work and unwavering commitment. Their journey with us reflects not only their personal achievements but also the collective success of our mission-driven teams.

Recruitment and retention continue to be an important focus. With the pandemic behind us we were able to get out for many face to face job fairs across Lambton County and even into London to Fanshawe College. We have engaged with the local Sarnia Lambton Workforce Development Board recruitment committee to network and discuss community strategies around recruitment. We have also participated in specific Developmental Service (DS) Sector meetings and focus groups concerning recruitment.

We worked with People Minded Business (PMB) to realign our reporting structure for all resource positions. After consultation with all parties involved PMB shared their recommendations which were implemented starting April 1, 2023.

We conducted a financial survey with our employees to learn how they felt about our present broker for our financial savings plans and Sun Life the provider for employees financial savings plans

which includes RRSP, TFSA, and Defined Contribution Pension Plan. It demonstrated that employees on a whole did not have concerns with our broker or provider. We took this feedback into consideration when reviewing all of the submitted proposals for changing the broker and pension provider. We also considered what each company could offer, what potential savings and what change would mean for us all. It was decided not to make any changes.

The twice a year Pension information sessions have returned to an in-person lunch and learn. We had twenty plus employees attending the information sessions and then employees had the opportunity for an individual planning session with a financial planner afterwards. We also hosted an in-person information session around our benefits plan which was well attended.

We have six employees that are participating in the Developmental Service Worker Apprenticeship program. We made an application for 12 positions for the Canada Summer Grant and received 4 grants, 2 for direct support positions, one maintenance and one wood worker. We truly appreciated the additional funding and support for students in our communities. We had 7 co-op students doing placements with us from Fanshawe College, Lambton College and Waterloo University. They included a Business Administrative student in HR, SSW students and a student from the Mental Health and Addiction post-graduate program.

Department Highlights cont'd...

Supervisors conducted Engagement interviews with 53 employees that have been with us from 2 years to 35 years. The purpose of the interview was to learn about why people are choosing to work at LCDS (employee retention) and how to improve the employee experience. We learned that 90% of those interviewed understood what they did contributes to our Vision and Mission. Employees stay because of the relationships with co-workers and the people they support, they want to help others and make a difference which makes them feel good about their work. They appreciate the opportunity for personal growth and the organizations culture of having a purpose. Things that would tempt employees to leave were higher wages and better benefits, career development, better hours and change of work location.

In the month of August, we celebrated 25 employees that exemplified our Vision, Mission, and Core Values along with every team. At the end of the month the employee that was individually recognized received a swag bag of promotional LCDS items and then each employee was given a LCDS notebook and pen with an appreciation note from their supervisor. The Wellness committee organized an end of summer BBQ to celebrate all our employees. It was attended by employees and those that we support. The popular activity was the dunk tank.

The Employee Advisory and Resource Support (EARS) Committee members continued to champion Core Competencies after core competencies were incorporated into performance reviews, interviews and job descriptions the committee started by rolling out the first competency of Advocacy in October. Employees have been submitting examples of colleagues demonstrating the competency for a monthly draw.

The Wellness Committee and EARS committees collaborated and made recommendations to change how we celebrate years of service for employees which will start in April 2024. The Wellness Committee organized a skate at Petrolia Arena for employees and their families. It was a lot of fun for those that attended. In recognition of the beginning of summer the committee sent out

a color changing Frisbee to all employees in June. The LCDS Christmas float, thanks to the hard work of Walt Farr's design creativity won third in the community category. Wellness hosted hot apple cider and Kernels popcorn after the parade. They also conducted a survey to see what employees would like from their Wellness committee in the upcoming year.



Our last Service Awards was held on Nov. 30 at the Lions Hall. We had a wonderful presentation by Michael Jacques with the support of his father Marcel speaking on his lived experience and what Michael is doing to be a leader in his community and within the DS sector. Michael also shared his two books that he authored. They presented in the afternoon for our community members/ partners and in the evening for employees and Service Awards recipients and their family.

We recognized and celebrated 34 amazing employees that have been making a difference and transforming lives of the people they serve. They had from 5 to 25 years of experience represent 375 years. We thanked them for their outstanding service and dedication. Mary Van Deft, from the LCDS Foundation Board presented the Candace Burchart Etienne Bursary to two of our well deserving employees, Nicole Poupard and Paige Woods. It was a fun evening with great hors d'oeuvres provided by the Lions Club.

Department Highlights cont'd...

We had lots of laughs and heart felt moments. We look forward to seeing our employees' journey and witnessing the impact of their work for many years to come.

We also offered employees the opportunity to order LCDS merchandize at a 10% discount over a two-week period. Another perk we have been promoting is for employees to become members to Perkopolis to take advantage of discounts and savings at a

variety of places from retail stores, insurance to travel. We continue to be able to offer employees the opportunity throughout the year to find discounts at the Columbia employee store.

Our employees continue to demonstrate unwavering compassion, professionalism, touching the lives of those we serve in meaningful ways. Thank you!

PROPERTY REPORT

The year saw a grand total of 440 Maintenance Requests sent through for Nainstay and LCDS buildings.

The top three areas needing servicing were:

- Electrical (56 requests). From switches and outlets to weathered exterior lights needing replacement. When LED light fixtures originally installed for higher energy efficiency become defective the entire fixture must be replaced.
- Appliances (59 requests). Error codes, broken and worn out components like doors and bearings. Our appliances get a lot of use!
- Plumbing (114 requests). Wear and tear on faucets and toilets. Age and use take a toll on drain systems and water lines. Adjusting temperature mixing valves for scalding prevention are included here as well.

Larger projects undertaken this year include:

- Extensive flooring replacements and interior painting completed in various buildings
- The two Alvinston homes received new kitchens
- Two homes in Forest and one in Oil Springs had sprinklers installed
- The Oil City residence underwent foundation repairs and the installation of a basement egress window
- Apartment hot water tanks at the Olde Post Office were proactively replaced to lower the risk of leaking.

We welcomed a student from Lambton College over the summer. He completed a variety of tasks throughout the agency, hung drywall in the basement in Oil City, re-stained the gazebos at Admin, cleaned eavestroughs and many other jobs.

On July 20th, 2023, a very damaging storm affected many parts of the county. Alvinston

was especially hard hit. The Lovell St. residences were very lucky to only sustain minor damage to an eavestrough and a collapsed shed.

The Watford residences were not as lucky during the storm on August 23rd. The torrential rain saturated the ground in the John St. area and outpaced our sump pumps, resulting in extensive water damage in the three basements. Two residents were directly impacted when water flooded into their living spaces. Hot water heaters and furnaces at all three houses needed to be replaced as the water rose above the outlets in two basements and just below in the third.

The John St. residents and support team have been flexible and incredibly resilient through the remediation process and need to be commended!

LCDS continues to develop great relationships with our local tradespeople. We can't express our gratitude enough for the work you do for us. Thank you!

Department Highlights cont'd...

LEARNING AND DEVELOPMENT



As we reflect on the learning and development initiatives undertaken in the past year, we are proud to present this summary outlining our progress, achievements, and future endeavors in nurturing talent and fostering growth within Lambton County Developmental Services.

Internal Training Opportunities: Our commitment to cultivating a culture of continuous learning remains unwavering. Throughout the year, we have expanded and diversified our internal training programs to address the evolving needs of our workforce. Some highlights include: one day Facilitation Training for all workers in a Developmental Service Coordinator positions, this training happened over two days in September with Niki Stevenson from the Facilitation Group. Learners honed in on their skills around having meaningful conversations with the people we support, making relationships the priority, listening and noticing the framework around facilitating.

LCDS embarked on a mentor/mentee leadership program, with “Building a Kick Ass Company”. The series started strong in November and progressed through the months that followed. It included Personality Dimension training that set the stage on how to communicate and connect with others. Building a Kick Ass Company lost, their president and our partner in learning, Gary Gzik

suddenly in November. Once Gary’s daughter Hannah was able to continue supporting LCDS, she returned in March to continue the work that Gary had started in November. We are so grateful that Hannah was able to continue this work with us, following in her father’s footsteps. Over two days in March participants in the series were paired with a mentor/mentee, each pair would commit to helping the other grow and develop their leadership skills and cheer each other on along the way. There are 33 people in the program, and so far, the group seems to be thriving on internal development conversations with their peers. We look forward to continued success with this program!

As an agency we have realized the need for continued support and learning in areas of Mental Wellness, Trauma Informed Care and Diversity, Equity and Inclusion. We will continue to support and facilitate these much-needed training sessions. This training benefits our staff teams as well as the people we support, as when support staff are well, they are able to support people to the best of their ability.

External Training Opportunities: In the Spring, LCDS hosted 2 sessions of Safe Talk, these sessions were attended by both staff members and community members. It was a lovely collaboration between LCDS and The Sarnia Lambton Suicide Prevention Committee. Staff have attended various training opportunities outside of LCDS over the last year. The St. Clair Tri-County Staff Development Committee is now hosting in person events, and these have been well received by our staff. Topics have included some of the pressing education needs of the Development Services sector like, Leadership Skills Development, Supporting Health and Understanding Grief. LCDS was also very fortunate to be able to have a large amount of team members attend a Regional Support Associates Webinar titled: Understand Psychosis, this was a learning opportunity welcomed by the team as they navigated supporting someone with complex needs. We also had a handful of staff attend a 4-part series called “Dementia Capable Care of Adults with Intellectual Disabilities and Dementia”, this series was put on by the National Task Group on Intellectual Disabilities and Dementia

Department Highlights cont'd...

Practices. The staff who attended reported back to their teams what they had learned and shared with other locations who are also supporting people through aging.

New Internal Trainers: To enrich our training programs and offer diverse perspectives, we welcomed several new trainers to our team. Annie Burns and Jennifer Salaris have joined Katie Joy on the Trauma Informed Care front and were both certified to train through Crisis & Trauma Resource Institute. Our Trauma Informed Care sessions, are regarded well by staff and employees. They have reported being pleased that LCDS has taken the initiative to look at support through a trauma informed lens.

Colette McNairney has taken the Personality Dimensions facilitation training and has just kicked off facilitating sessions for our entire staff

base. The Personality Dimensions® Training will develop an in-depth understanding of personality temperament theory. Learners will gain understanding of the impact of personality on communication, work performance, career decisions and life balance.

The past year has been marked by significant strides in our learning and development initiatives. Through a robust framework of internal training opportunities, the addition of new trainers, and the implementation of our Mentor/Mentee Program, we remain steadfast in our commitment to empowering our employees and nurturing their potential. As we look ahead, we are excited to build upon our achievements and continue fostering a culture of learning, growth, and excellence.

VIRTUAL REALITY TRAINING



With an investment from the Ontario government, LCDS has taken a significant leap forward in revolutionizing workforce training by embracing virtual reality (VR) technology. LCDS received \$179,400 in funding support from the Ministry of Labour, Immigration, Training, and Skills Development (MLITD). This is a groundbreaking initiative in the Developmental

Services Sector to enhance the skills and capabilities of its workforce through immersive VR training modules.

Building on this success, LCDS has now partnered with another organization to expand the VR library designed for the Developmental Services Sector. This partnership aims to create a comprehensive suite of VR training programs covering a wide range of skills and competencies essential for supporting individuals with developmental disabilities effectively.

The excitement of integrating a library of VR training modules such as meal assistance, medication administration, sling and lift use, vehicle circle check, and minibus driving into our employee development is brilliant. This immersive training experience is in a risk-free environment that not only enhances the proficiency of our workforce but also underscores LCDS' unwavering commitment to continuous improvement and excellence in service delivery.

The skills development funding was not enough to complete the driving module, so LCDS allocated an additional \$36,000 to finalize the design and build of the minibus driving experience with a steering wheel, gas and brake pedal giving employees a

Department Highlights cont'd...



fully immersive experience in a driving simulation. This investment ensures a comprehensive training experience that mirrors real-world driving conditions, enhancing the skills and confidence of our employees in vehicle operation.

Additionally, LCDS invested \$27,000 to purchase 2 VR fire simulator devices and props for the fire extinguisher training module. This immersive experience not only equips our workforce with essential fire safety skills but will also extend these practices to benefit the people in our services who live independently. By integrating fire extinguisher VR training, we proactively promote home safety practices, empowering both our employees and the people we serve with life-saving knowledge and skills.



**THANK YOU TO OUR
VOLUNTEERS AND
EMPLOYEES FOR YOUR
UNWAVERING SUPPORT
AND DEDICATION**

**"Remember that the
happiest people are not
those getting more, but
those giving more"**

- H. Jackson Brown Jr.

CDS is extremely grateful for the over 150 people from our communities as well as employees who 'give more'. We extend our heartfelt gratitude to our incredible volunteers for their unwavering dedication and hard work. Your selfless contributions have made a significant impact and brought us closer to our goals. Without your support, our success would not be possible. Thank you from all of us at LCDS for making a difference!

Celebrations

Life is better on the farm!



Once in a lifetime phenomenon!



Out for a quick bite.



Petrolia Santa Clause Parade.



Happiness is contagious, so smile big!



Life is better with a loyal friend by your side.

Celebrations cont'd...



▲ Embrace your transformation and let your true colours shine.



▲ Whatever you do, take pride in it!



Volunteering gives purpose. ▼



▲ Motivated to 'kick some butt'!



▲ Keeping the community beautiful.



▲ "It's not the mountain we conquer but ourselves".

- Edmund Hillary

2023-2024

Enhancing Community Engagement

"Be the change you want to see in the world"

- Mahatma Gandhi

TIM HORTON'S COOKIE CAMPAIGNS RAISE \$15,510 FOR LCDS



LCDS was very fortunate to have been chosen twice this year by Tim Horton's to receive proceeds from the Smile Cookie Campaign and the Holiday Smile Cookie Campaign. LCDS was the recipient of

all proceeds from the Wyoming and Corunna Tim Horton's locations during the week of May 1-7, 2023. \$11,527 was raised during this week. LCDS was also the recipient of the Petrolia Tim Horton's for the Holiday Cookie Campaign which took place during the week of November 13-19, 2023. \$3,983 was raised for LCDS. Thank you everyone for purchasing cookies, volunteering to decorate the cookies and supporting LCDS!



DETROIT TIGERS VS TORONTO BLUE JAYS BALL GAME

What fun was had on July 8, 2023 for the Toronto Blue Jays vs Detroit Tigers Ball Game. The people who rode on the Badder bus had a very long traffic delay at the Windsor Tunnel. Thankfully for the game rain delay, they made it just in time for the first pitch! The weather cleared up and it was a great day for all who attended. Most of the gang in our group was supporting blue!

LCDS-MELO ANNUAL CHARITY GOLF TOURNAMENT KINGSWELL GLEN GOLF CLUB

The LCDS-Melo Charity Golf Tournament was scheduled for July 20, 2023 for the first time at Kingswell Glen Golf Club. The tournament was postponed due to rain and the new date was set for August 24, 2023. When August 24, 2023 rolled around, the Petrolia area had significant rainfall and it was decided to cancel the tournament. The course had seen the most flooding and extremely high-water level in years. The cancellation did not stop our LCDS supporters who joined us for the day to socialize, purchase raffle tickets, purchase 50/50 tickets, enjoy a steak dinner and pick up their voucher for a round of golf. An amazing \$21,867 was raised for our Weekend Recreation program. Thank you to everyone who supports our tournament and LCDS!



LCDS FISH FRY

The Annual Petrolia Lions/LCDS Fish Fry took place on Saturday, September 23rd at the Petrolia Lions Hall raising \$2,346 for LCDS. Everyone enjoyed a fabulous fish dinner while listening to the talented Mike Gallant.



DIRECT MAIL CAMPAIGN

Each year around the Holiday Season, LCDS has a Direct Mail Campaign with a specific project focus. The campaign kickoff was on Giving Tuesday. This year's project goal was garden sheds. In Alvinston a garden shed was destroyed in the big summer storm that hit many parts of the town and the another was for a home on First Ave in Petrolia. Thanks to the community for their ongoing generosity, two garden sheds were purchased from SJ Garden Sheds Inc!



TRIVIA NIGHT

The LCDS-Pembina Annual Trivia night was held at Black Gold Brewery on April 5, 2023. This year, the event raised \$4,985. All teams also brought in donations to support the Petrolia Community Refrigerator.

FUSION- A DISCOVERY OF LOCAL FOOD, WINE, CRAFT BEER AND SPIRITS

Over 4,000 people packed DeGroot's Nurseries over the weekend of November 10th & 11th, 2023 and \$102,380 was raised for LCDS!

Forty-three vendors provided food and beverage samples. The main stage was packed with entertainers including Mike Gallant, Cabin Fever and Failte Band along with vendors Roza Barnes from Bae Salamanti and Nancy Michieli doing cooking and cocktail demonstrations on stage.

Thank you to our Title Sponsor Kel-Gor, Main Stage Sponsor Acute Network Solutions, Corporate Sponsor UA Local 663, Gold Sponsors St. Clair Mechanical, J&M Heavy Equipment Repair, CMS, D&S Lawn Maintenance, Bluewater Power and all other Silver and Bronze Sponsors and our Friends of LCDS. A special thank you to DeGroot's and their staff for all of their hard work and dedication. This event would not be possible without the support of the community, over 100 volunteers, the vendors and all of our Sponsors.

For more information on Fusion, check out our website www.discoverfusion.ca



DUELING PIANOS

LCDS brought Joel and Cody of Great Canadian Dueling Pianos to town to help us recognized and celebrate the Town of Petrolia's 150th Anniversary! These artists entertained the crowd for hours at the Victoria Playhouse Petrolia on March 22nd & 23rd. They had toes tapping and vocal cords vibrating in the theatre both nights! There wasn't a song they couldn't sing and play!



THE ANNUAL BANQUET

One of the most popular events at LCDS each year is the Annual Banquet, held at the Wyoming Fair Grounds on October 20, 2023. The theme this year was Dancing Through the Decades. A roast beef meal prepared by the Plympton & Wyoming Agricultural Society was delicious as always with their famous homemade pies! Everyone danced the evening away and some even sang karaoke.



ALVINSTON MEAT RAFFLE

Alvinston Legion, Br. 249 was packed to the rafters for the meat raffle on January 13, 2023. With the generous support from the Alvinston community, the Branch raised \$980 to go towards the garden sheds for the First Ave and Alvinston Residences.

2023-2024 LCDS Foundation Report

The LCDS Foundation is a separate entity from LCDS and carries out fundraising and fund development activities to raise funds exclusively to support the ongoing mission of LCDS.

The long-term goals of the Foundation continue to be:

- 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

LCDS is incredibly grateful for the community support in all of our ongoing fundraising efforts.

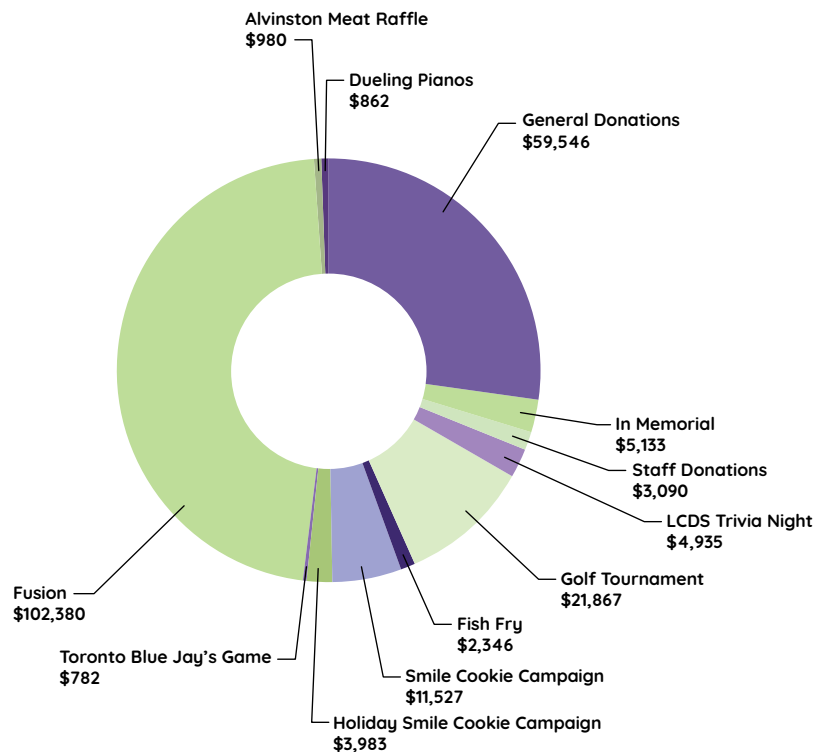
FUNDRAISING (APRIL 1, 2023 - MARCH 31, 2024)

TOTAL AMOUNT RAISED: \$264,049

LCDS wishes to thank community members for their willingness to work with us and engage in strengthening our financial sustainability through fundraising this past year.

Foundation requests approved this year include:

- Accessible Minivan
- Bike Trailer
- Easter Seals Camp
- Mental Health Wellness Kits



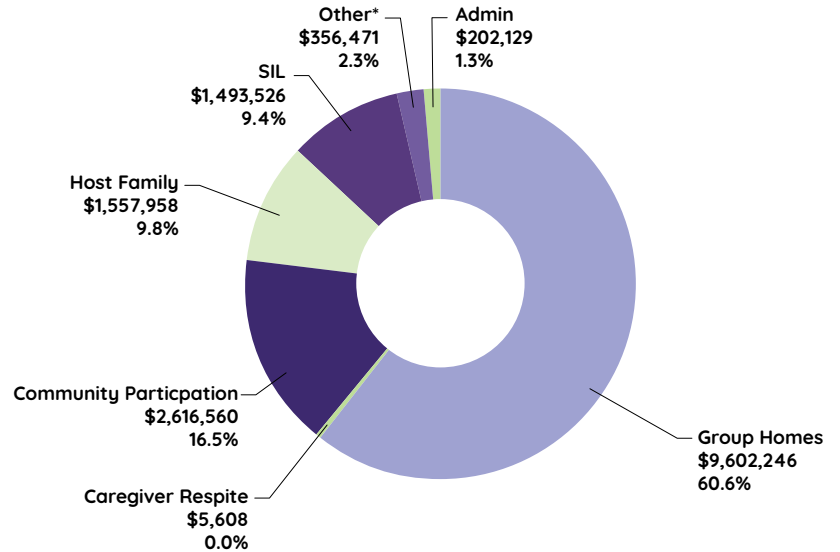
LCDS Financials

Revenue & Expenditures

AS OF MARCH 31, 2024

EXPENSES BY PROGRAM

*Recreation, Social Enterprises and CRRF



REVENUE	2023 - 2024	2022 - 2023	Difference
MCCSS Subsidy	\$14,208,059	\$13,827,454	\$380,605
Other Grants & Subsidies	\$675,044	\$420,724	\$254,320
Sales - Petrolia Enterprises	\$264,205	\$288,413	(\$24,208)
Rental Income	\$535,530	\$387,210	\$148,320
Other Income	\$153,352	\$315,263	\$161,911
TOTAL	\$15,836,190	\$15,239,064	\$597,126

EXPENDITURES	2023 - 2024	2022 - 2023	Difference
Wages	\$12,062,890	\$11,859,332	\$203,558
Benefits	\$1,670,060	\$1,553,434	\$116,626
Buildings	\$1,410,826	\$1,623,595	(\$212,769)
Other	\$690,720	\$194,948	\$495,772
TOTAL EXPENDITURES	\$15,834,496	\$15,231,309	\$603,187

68th Annual General Meeting Minutes

June 26, 2023

Date: Monday, June 26, 2023 at 5:00 pm

Location: Petrolia Lions Hall, 451 Huggard Street, Petrolia ON N0N 1R0

Attendance: Marilyn Gladu, Nick Salaris, Jill Cousins, Orrin Farr, Walt Farr, John Douglas, Jeanette Douglas, Wes Douglas, Clare Hyatt, Barb Frayne, Sue Garton, Jane Joris, Mary van Delft, Frank Huybers, Mary Huybers, Danielle Ireland, Katie Joy, Valerie Vaillancourt, Krista McCann, Elizabeth Forman, Ineke Mackenzie, Dan Cumming, Paul Gordon, Mike Guilfoyle, Kelly Butler, Justin Butler, Jennifer Salaris, Marnie Cumming, Colette Mcnairney, Cheryl Cassin, Paul Rennie, Helen Ollerenshaw

1. Welcome

Jill Cousins welcome members and guests to the 68th Annual General Meeting of Lambton County Developmental Services.

Welcome by Executive Director, Nick Salaris Agency Participants & Roles

Nick Salaris, Executive Director also welcomed members and guests and reviewed housekeeping matters and roles for the meeting.

2. Greetings

a) Greetings from MP

- MP Marilyn Gladu shared greetings on behalf of the Federal and Provincial governments in the absence of MPP Bob Bailey

b) Greetings from MCCSS Program Supervisors

- Nick Salaris read a greeting on behalf of the MCCSS Program Supervisor, Nadine Crumb in her absence

3. Approval of Agenda

Motion: to move that the agenda be accepted

Moved by: Frank Huybers

Seconded: Walt Farr

Carried

4. Approval of the Minutes from 2022 Annual General Meeting, held June 27th, 2022

Motion: that the Minutes of the June 27th, 2022, Annual General Meeting of Lambton County Developmental Services be accepted as presented.

Moved by: John Douglas

Seconded: Orrin Farr

Carried

5. Annual Written Report

- Jill Cousins stated copies of the Annual Report were made available to members and guests tonight, via email as part of the Board Package. The Annual Report is also located on the LCDS website.

Motion: that the Annual Report be accepted for information.

Moved by: Jane Joris

Seconded by: Frank Huybers

Carried

6. Treasurer's Report, Approval of Financial Report Package & Audited Financial Statements:

- Jill Cousins stated that the Audited Financial Statement was prepared by Melo, LLP
- Barb Frayne shared the Treasurer's Package that was also included in the AGM Members package.

Motion: that the Treasurer's Report and Audited Financial Statements as prepared by Melo, LLP for the year ending March 31st, 2023, be accepted.

Moved by: Barb Frayne

Seconded: Orrin Farr

Carried

7. Appointment of Auditors for 2023-2024:

Motion: that the firm of Melo, LLP be appointed as the Auditors for 2023-2024.

Moved by: Barb Frayne

Seconded: Jane Joris

Carried

8. Approval of Actions of the Board for 2022-2023:

Motion: that the actions of the Board of Directors of Lambton County Developmental Services for the period April 1st, 2022, to March 31st, 2023, be approved.

Moved by: Orrin Farr

Seconded: John Douglas

Carried

9. Nominating Committee Report:

- Jill Cousins Chair of the Nominating Committee to read the Nominating Committee Report (included in Members AGM package). Mike Guilfoyle introduced himself to membership as a future Board member. Chad Turnbull was not able to come to AGM. Nick Salaris read the statement on his behalf.

Motion: that the Nominating Report Committee and proposed slate of Directors report be accepted as presented.

Moved by: Frank Huybers

Seconded: Walt Farr

Carried

Jill Cousins recognized and thanked outgoing Board Members, Frank Huybers, Barb Frayne and Gordon Bregman for their years of support and service to the organization. Nick Salaris thanked to outgoing Board Members.

67th Annual General Meeting Minutes

June 26, 2023 cont'd...

10. Installation of Directors

- The installation of the Board Members was completed by: **Nick Salaris and Paul Gordon**

Elleke Belet
Jim Burns
Jill Cousins
John Douglas
Walt Farr
Mike Gilfoyle
Tim Hendra
Jane Joris
Chad Turnbull
Rose Vandenberg

- Nick Salaris congratulated the new Board and stated the Board Officer positions will be determined at the first meeting of the new Board in September.

11. Message from the President

- Jill Cousins delivered her closing remarks

12. Message from the Executive Director:

- Nick Salaris delivered his closing remarks

13. Other Business

- Jill Cousins asked if there is any other business to come before this meeting.
- No other business was brought forward.

14. Adjournment

Motion: to adjourn of the 68th Annual Meeting of Lambton County Developmental Services.

Moved by: Orrin Farr

Seconded by: John Douglas

Carried at 5:29 pm

15. Thank You for Attending

- Jill Cousins thanked everyone for attending and invited anyone interested to stay for an opportunity for social time and fellowship.

President: Jill Cousins

Secretary: John Douglas





lcds
One person at a time.



LAMBTON COUNTY DEVELOPMENTAL SERVICES

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519-882-0933

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