



2020-2021 Annual Report



Brampton Caledon
COMMUNITY LIVING
INTÉGRATION
COMMUNAUTAIRE
Brampton Caledon

MESSAGE FROM THE PRESIDENT AND EXECUTIVE DIRECTOR

The COVID-19 pandemic of 2020-2021 placed extreme pressure on Brampton Caledon Community Living (BCCL) in all areas of operation. However, many innovative strategies were put in place to ensure safety and service continuity, for the people we support and their families.

To curb the spread of COVID-19, the provincial government implemented province wide lockdowns, emergency orders, and public health restrictions and as a result of these necessary measures, our day programs and other initiatives were closed. As well, our residential homes, usually open and welcoming to families, were closed to all visitors for most of the year. Although these restrictions were necessary to limit the spread of the virus, it did lead to many people feeling isolated and lonely.

A debt of gratitude is owed to all BCCL staff who rose to the challenge presented by COVID-19. Many worked extended hours or graciously accepted their redeployment to other areas of the organization where they were most needed. Community Participation Support staff offered virtual educational and recreational sessions and people who accessed these virtual sessions were able to reconnect with their friends as well as form new friendships.

Unfortunately, even with rigorous dedication in implementing and adhering to COVID-19 restrictions and protocols, several staff and people supported contracted the virus in the residential homes. Most recovered quickly; however, a few people supported, and staff were hospitalized and sadly, one person passed away.

As we begin to turn the page to this long and difficult chapter, we are hopeful and excited about the future. We know that with all the additional knowledge and experience gained during these unprecedented times, BCCL will be stronger than ever in our resolve to provide the best possible supports. Throughout the year, it has been demonstrated that innovation, flexibility, creativity and remaining open to new ideas is key to getting through even the most difficult of times.

We are extremely thankful to our dedicated staff at all levels, who have worked tirelessly this past year to continue to deliver exceptional services to people supported and their families. We are also thankful to all people supported and families for their patience, understanding and trust.

Lastly, thank you to our funders, donors, partners, volunteers and to the membership for their contributions to a successful and productive year. This past year, 2020/21, may have been the most challenging year in the agency's history but, it was also a year of affirmation. We discovered new strengths within ourselves and others but most of all we learned that with creativity, ingenuity, and fierce determination, as a team, we can overcome any challenge that comes our way.

Kathy Bell, President

&

Anne-Marie Hawkins, Executive Director



MESSAGE FROM THE TREASURER

The 2020-2021 fiscal was a challenging year to budget due to costs associated with COVID-19. There were increases in expenses in some areas and underspending in other areas, but overall operating expenses were 6% higher than the previous year. The greatest strain on the budget was in residential supports, with an increase of 13%.

Due to the pandemic and based on the Ministry of Children Community and Social Services (MCCSS) risk categories, transfer payment agencies who are considered in the low-risk category, such as BCCL, were given the financial flexibility to cover overages in spending with surpluses in other areas to ensure a balanced budget was achieved at year end. In addition to financial flexibility, BCCL was successful in securing additional grant funding to offset COVID-related expenses. Thus, we are fortunate, once again to end another year with a balanced budget. We thank MCCSS for their on-going financial support as well as their guidance throughout the pandemic.

Our Early Childhood Education Services team works collaboratively with the Region of Peel and other service providers through Peel Inclusion Resource Services (PIRS). PIRS promotes and facilitates the inclusion of children with special needs in community childcare centres. The funding received from the Region of Peel allows our resource consultants to carry out this important work with families and day care centres. Unfortunately, due to the closure of licensed childcare centres, there was a reduction in the level of services provided through PIRS and the Region of Peel funding was reduced accordingly. This resulted in the reduction of the ECE team and a 38% reduction in funding for the fiscal period. The Region of Peel monitored the situation monthly and gradually we were able to recall Resource Consultants to work and by the end of the fiscal year, we were almost at full compliment. Many thanks to the Region of Peel for their ongoing efforts to get services back up and running as safely and as quickly as possible.

The United Way of Greater Toronto (UWGT) funding allows people supported and living in Caledon the opportunity to realize their goals and connect to various activities in their community with a view of continuing those activities independently. Early in the pandemic, the resources were used to continue with the project remotely as well as assist in residential services. As the pandemic progressed, BCCL made the decision to put the project on hold until it was safe to allow in-person supports. We thank the UWGT for their ongoing support and flexibility during this past year.

Thank you to all our funders for your contributions to another financially successful year at BCCL!

Cameron Craig, Treasurer



FINANCIAL OVERVIEW 2020-2021



Province	88.37%
Region of Peel	3.16%
Other Grants and Rebates	0.27%
Fees	7.60%
United Way	0.08%
Donations	0.08%
Other	0.44%



Community Living Supports (Residential Services)	68.05%
Community Participation Supports & Service Coordination	14.15%
Respite	3.30%
Early Childhood Education	3.20%
United Way Initiative	0.08%
Other	11.22%

Highlights 2020-2021

- BCCL finishes up the 64th year with another balanced budget .
- BCCL receives full compliance from the Ministry's Developmental Services Compliance Team, in compliance with Ontario Regulation 299/100 of SIPDDA (Quality Assurance Measures) and all policy directives applicable to MCCSS-funded services and supports for adults with developmental disabilities.
- In partnership with the Local Health Integration Network (LHIN), Shoppers Drug Mart and Spectrum nursing, BCCL runs an on-site flu clinic for the very first time to ensure people supported in residential supports and their support workers are vaccinated safely and quickly.
- BCCL works closely with community health partners; Peel Public Health, LHIN & William Osler Hospital to strengthen IPAC (Infection Prevention and Control) practises and introduce new protocols to address the COVID-19 pandemic.
- Community Participation staff are redeployed to Community Living Supports to engage people supported in daily activities in their homes while day supports remain closed.
- Free virtual day programs offered to all Community Participation Support families beginning in October 2020.
- BCCL receives \$677,284 in CRRF funding to help offset COVID-19 related costs from the Ministry of Children, Community and Social Services (MCCSS).
- MCCSS provides BCCL with an additional \$1,878,782 to offset the cost of a temporary hourly wage enhancement for direct support workers during the pandemic.
- York University Faculty of Education placement students compliment the virtual learning sessions
- Humber College Developmental Service Worker students do their practicum with BCCL, working closely with the Community Living Supports teams and creating valuable resources for people supported.



BCCL Supports & Services

Service Coordination

Service Coordinators aid children and adults with a developmental disability and their families to access services in their community. Families receiving service coordination are provided with resources and information on matters such as wills and estate planning, education and school issues, and government programs for people with a developmental disability.

In 2020/21, service coordinators provided supports and services to over 1200 families. In addition to this support, the service coordination team continued to offer a variety of workshops on various topics throughout the year. These workshops usually attended in person were offered virtually and covered such topics as, wills and trust, guardianship, and Passport funding. In collaboration with Autism Ontario, a workshop about the Ontario Autism Program (OAP) expense reconciliation process was coordinated. Furthermore, in the fall of 2020, we partnered with Community Living Ontario and The Good Things in Life to provide families with an opportunity to participate in an inclusive education series. Parents who attend this online program were grateful for the information and being able to connect with other likeminded parents. Many families have expressed their gratitude for the services and supports they received from the service coordinators.

Early Childhood Education (ECE) Services

BCCL Resource Consultants promote and facilitate the inclusion of children with special needs in Peel community childcare centres and assist with the transition to kindergarten. This enables children and families to achieve their personal goals and promotes full participation of all children in childcare.

Due to the pandemic, the Resource Consultants adapted to providing virtual supports. Though not ideal, they were able to provide much needed supports to childcare centres. As well, in May 2020, in response to a 50% reduction in childcare centre enrollment, 6 Resource Consultants were laid off temporarily. The remaining Resource Consultants continued to provide much needed supports to childcare centres and to families. By the end of March 2021, four RCs were called back to work and as of March 31st we were almost at our full staffing compliment. Despite this, the team still supported a total of 294 children and their families, 71 childcare centres and 5 home childcares this past year.



Respite Services

BCCL provided 545 families with resources to secure respite in 2020-2021. All in-person initiatives were closed due to the pandemic, but two initiatives were able to continue virtually for children and youth with Autism (The Zone and Teen Scene), as well as children and youth deemed Medically Fragile and/or Technologically Dependent (MFTD).

Community Living Supports

BCCL supported 167 people within a variety of residential settings, including Supported Independent Living, Host family arrangements and group living supports.

Since March of 2020 redeployed staff from Community Participation Supports have been working within the group living settings to augment the Community Living Supports staffing complement.

Over the course of the pandemic we have seen our employees shine as they discovered creative ways to keep people engaged and connected with friends and family.

Rigorous IPAC protocols were followed and education was provided to people supported on the virus and how to keep safe.

While people were limited on what they could do and where they could go, tireless efforts were made to ensure that people were engaging in meaningful activities within the home.

Although visits with families were not as frequent as everyone would have preferred our first priority was keeping people safe.

A survey polled families on the measures that BCCL implemented to keep their loved one safe. Here are a few highlights:

I am happy that my sister receives such good care from very kind people.

97% of respondents were satisfied or very satisfied with the activities that their family member is involved in

I commend staff very highly with how they have tried to keep things flowing as usual and have tried to keep the clients busy by giving them activities and crafts to do. I am extremely happy with staff at Castlegate.

100% of respondents were satisfied or very satisfied with the supports their loved ones are getting

BCCL has done an AMAZING Job during this ordeal.
Thank You , so much !

96% of respondents were either satisfied or very satisfied with the measures implemented by BCCL to keep their loved ones safe during the pandemic

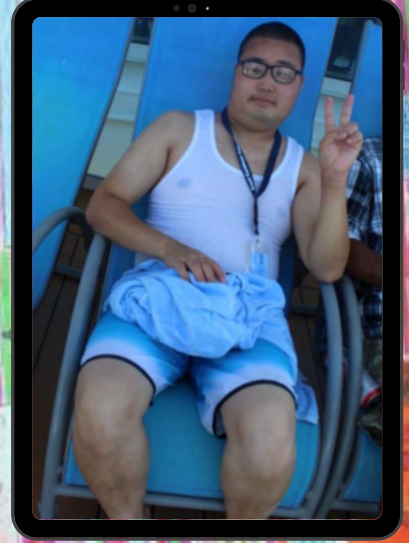
In Cho

I used to live in Kitchener with 10 other kids at a group home in Kitchener. Before my goal was to live independently, make new friends, travel & get a job so I can have some savings to go on vacation & take care of my personal needs.

I feel great & very happy when I moved into BCCL. I like the staff and management. They support me very well. I live in a comfortable home with two other gentlemen,
I am treated with respect & dignity by staff and roommates. I live a healthy life and eat very healthy.

Some goals I have achieved are I got a job with Canadian Tire. I have gone on several vacations to the following places/country: Jamaica, Dominican Republic, Niagara Falls, Boat Cruise to Haiti, Jamaica, Mexico. I learn how to cook, do some house chores, self administer my medication, interact with people while maintaining personal space. I completed a computer program & a course in photography. I developed new relationships & friendships. I am living a more independent life & healthy life & engage in routine exercise & eat healthy. I volunteer with Meals on Wheels and enjoy helping out in the community.

This year I still want to go on vacation. I want to save some more money so as to be able to take care of my personal needs and assist people in need or donate to any charity of my choice. I want to get an IT internship and to visit my grandparents in South Korea. My goal to enhance my art skills at a professional level. Also, to have a girlfriend & go on dates. I hope the COVID 19 pandemic will go away so that I can achieve my goals this year.



Manik Das

Hi my name is Manik Das, I used to live in Mississauga with my mom and dad. I have a brother in Toronto.

It was a fun place to live, we use to go places like downtown Toronto and the ride the subway.

I had one goal when living at my parent's place and it was to score as many points as I could while playing basketball in front of my house.

When I found out that I was going to be moving to a new house, I was so happy that the new house was in Brampton. When I arrived, I was even happier because the new house was much bigger with lots of room in the backyard. I want to have a swimming pool like the neighbors.

I am very happy with the move to Brampton. Staff have been nice to me, especially when they prepare meals for me such as goat meat and chicken nuggets. I am not sure what new goals I would like to achieve at my new house but I'm sure the staff here will help me figure it out.

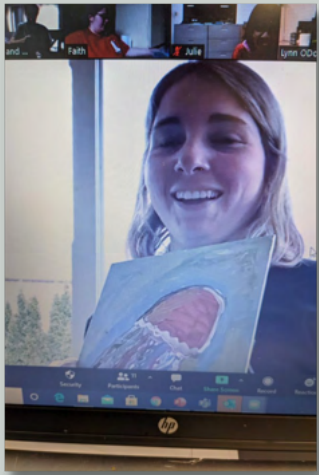
Community Participation Supports

During the Covid pandemic Community Participation Supports switched to an online schedule.

What started out as a very limited number of courses being offered turned into up to 25 virtual classes per week. This means since October CPS offered 628 sessions. The number of participants taking part in virtual sessions grew over the months, reaching a total of 155 by March 31, 2021.

With the overwhelming positive reception over the past months, we see the value in continuing with virtual sessions in the future, even when we are able to return to in-person supports.

A team of managers, direct support staff and York University students developed a variety of sessions sure to peak everyone's interest. Thanks to our many community partners including Brampton Fire Department, Peel Regional Police, Caledon Public Library, Peel Behavioural Services, Busy Lizzy Fitness, Zumba with Melanie, Yoga4u, Tisho's Music Studio and musician Jesse Alarcon who's contribution allowed the team a chance to offer a wide variety of interesting and informative sessions.



It's happening!!

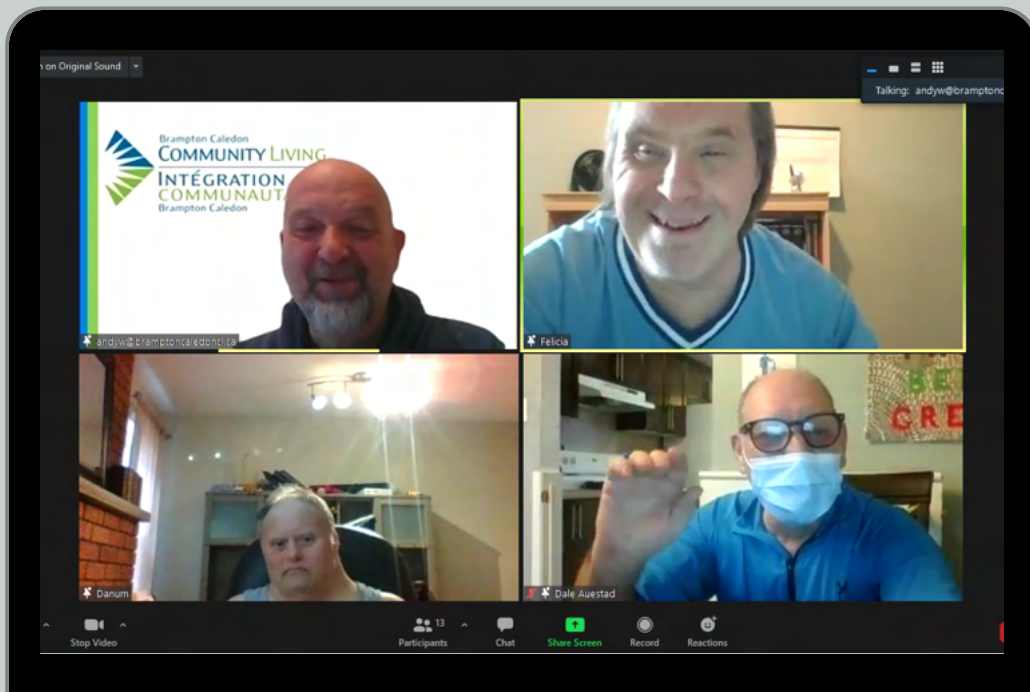
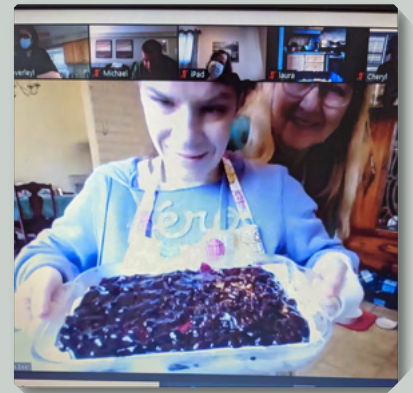
We've gone from our daughter spending her entire day, bored and spending time looking at Youtube videos and on-line shopping.

To no, "I can't do a zoom call with BCCL"

To "I can only do BCCL zoom call with mom beside me"

To her creating her own schedule for the day, including her BCCL call today on Police Safety on Social Media and being prepared on the call and doing it with a smile and independently.

Can we sing ALLELUIA ... yes we can.



Staff Service Award Recipients

5 Years of Service

Abigail-Vera Afolabi	Exmalinda Kyei	Jasvinder Rai	Sanya Goordita
Agnes Manu	Felicia Hall	Kathy Grima	Shamar Lewis
Alex Braganza	Felicia Oyedokun	Maria Solano	Simranjeev Dhillon
Ana Quiroz	Florence Oni	Melissa La	Susan Adejobi
Brittney Hughes	Folashade Akintomide	Nosakhare Isibor	Turel Matadin
Clodet Arthur	Francine Morrison	Olasunbo Adisa	Vanessa Paquin
Deanna Lyver	Gwen Debruyne	Rose Chartrand	
Esther Osarogiuwa	Itohan Osarenkhoe	Sabrina Hyatt	

10 Years of Service

Adewale Adeyemo	Bridget Omogiate	John Martin	Osezua Agboifo
Aliko Rallis	Carline Bernard	Kevin Hoddinott	Paula Carrasco
Alyssa Campbell	Edward Balogun	Kimberly Pincivero	Sam Fagbenro
Atinuke Balogun	Ernestina Opoku	Krystyna Dziechciowska	Sandra Lawson
Beverley Salmon	Erum Nasir	Mary Nsafoah	Stephanie Ingram
Bibi Aziman	Jermaine Martin	Modupe Omotayo	

15 Years of Service

Adeyinka Akinwande	Jeanette Baldassarre	Marian Sobande	Sunday Ogunronbi
Auline Lewis	Jennifer Ewan	Nikole Estevez	Susana York
Comfort Antwi	Kelly Upritchard	Patricia Okonta	Travis Miller
Eleana Aleman	Kwadwo Baffour	Sheila Blair	Yvonne Crooks
Jason Rampersaud	Lisa Fleet	Sherry Lanktree	

20 Years of Service

Alina Grzejszczak	Eulalee Miller	Liberlyn Ferster	Sharon Lennie
Alma Hayes	Gus Liem	Peter Riddell	Tina Gareau
Anne-Marie Hawkins	Joan Reid	Robin Legreley	Wilton Walters
Debra Mowatt			

30 Years of Service

Cathy Hillis	Debra Rose	Helen Fleming	Margarette Guerra
Clare Clout			

Thank You to Our Members

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Susan Burrows
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John Crowe
Jeff Crowe
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Lise Dorian
Rick Dorian
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Christine Kentner
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Teresa Lavender
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Momin Malik
Lea Mousseau
Judy Lowe
Shirley Nash
Donald Pringle
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Connie Robyn
Claudette Slattery
Harold Slattery
Ricky Slattery
Darrell Slattery
Barbara Thom
Colm Traynor

Debbie Werden
Janette Williams
Gerry Blakely
Susan Greenwood
Crystal Jakovics
Catherine Lavender
Francisco Matos
Jorge Matos
Linda O'Brien
Geoff O'Brien
Devii Parmar
Manoi Parmar
Samuel Scott
Sylvia Scott
Lorna Spencer
David Spencer

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