

2021 2022



ANNUAL GENERAL REPORT

Lake Ridge Community Support Services

April 2021 to March 2022

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Mission Statement



Our Vision

To provide evidence-based individualized behaviour therapy service to support children, youth and adults with intellectual disabilities and autism spectrum disorder.

Our Mission

All individuals will have the opportunity to reach their unique potential.

What We Do

Here at Lake Ridge Community Support Services, we use evidence-based, individualized behaviour therapy (ABA) services to help children, youth and adults with autism spectrum disorder and/or intellectual disabilities maximize their potential in the community.



Leadership Team



Sandie Hoskin
BA, HRM
Executive Director

Sandie has devoted her professional life to serving children, youth, and adults with autism spectrum disorder and intellectual disabilities. Sandie has been serving this community since 1989 when she first volunteered with the Down Syndrome Society. She spent seven years working in Applied Behaviour Analysis in the private sector before starting at Lake Ridge Community Support Services in 2005. Sandie has a bachelor's degree in Social Science and a post-graduate diploma in Human Resources. She started at Lake Ridge Community Support Services as a Behaviour Technician, quickly advancing and finally assuming the role of Executive Director in 2014. Sandie's goal is to provide meaningful outcomes for our families through individualized service.



Karen Chartier
M.ADS, BCBA
Clinical Director

Karen has been an integral clinician and manager at Lake Ridge Community Support Services since 1995. She joined the leadership team as a Board Certified Behaviour Analyst after providing comprehensive community supports as a Behaviour Consultant in the adult developmental service sector for years. Karen holds a master's degree in Applied Disabilities Studies from Brock University and a Board Certified Behaviour Analyst certification. Karen is passionate about leading our ABA behaviour therapy teams to promote quality of life, social inclusion and integration, and meaningful change for the children, youth and adults who receive our services.



Renee Ruddock
M. ADS, BCBA
Clinical Director

Renee is a leader, clinician, and Board Certified Behaviour Analyst. She completed a Psychology Degree from Queen's University, then attended Saint Lawrence College to complete her post graduate training in Behaviour Science Technology. It was there that Renee developed a passion for Applied Behaviour Analysis (ABA), more specifically, Intensive Behaviour Intervention for children with autism. Renee pursued a career in the field completing a Master of Applied Disabilities Studies and a Board Certified Behaviour Analyst certification. Renee loves the field and the impact ABA has on all the families who enter through our doors. As part of the family here at Lake Ridge Community Support Services since 2005, Renee is proud of the organization's ability to adapt and thrive in the ever-changing behavioural services landscape in Durham Region. Renee feels the success at Lake Ridge Community Support Services is a result of ordinary people doing a little extra which results in extraordinary outcomes for their clients and families.



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Message from Our Executive Director

Despite the challenges of these unprecedented times, the team here at Lake Ridge Community Support Services (LRCSS) remained committed to helping people, of all ages, with intellectual disabilities and autism to maximize their potential. The year 2021-22 presented us with continued adventures related to the COVID-19 pandemic and restrictions. Our staff, clients, caregivers, Board of Directors and community continued to demonstrate strength and resilience as we moved through this last fiscal year.



We continued to provide virtual service where possible and returned to in-person service when it was appropriate and safe. Our teams have continued to be creative with providing virtual services to make them as accessible, interactive and supportive as possible.

We continued to see growth and change in our services for children and youth with autism spectrum disorder. At LRCSS, we expanded our ability to offer more fee based service while continuing to support our clients in the OAP. The [Ontario Autism Program \(OAP\)](#) continued its transition. In early fall, we partnered with Grandview Kids, Resources for Exceptional Children and Youth, and the Region of Durham, forming the OAP-Durham to offer the [Caregiver-Mediated program](#). This program is designed to help parents and caregivers find new ways for their young children with autism (12 to 48 months) to learn new skills and achieve goals in social communication. In mid-March, we also started the [Entry to School program](#) within this same partnership. The Entry to School program is designed to help children with autism spectrum disorder prepare for a successful transition to Kindergarten or Grade 1.

Our children and adult services funded through the Ministry of Children, Community and Social Services (MCCSS) continued to be offered throughout the year, either in person or virtually. We are beginning to consider the changes over the next 8 to 10 years outlined in the [Journey to Belonging](#) document created by the MCCSS. Journey to Belonging is the long-term vision for developmental services where people with developmental disabilities entirely belong in their communities and are supported to live the lives they choose.





Message from Our Executive Director

In February 2022, LRCSS engaged with CMCS Consulting Services to start our strategic planning journey. We focused on capitalizing on our strengths and capabilities throughout the past year to increase our capacity and ensure that we continue to be a high-performing, individualized and ethical organization. We focused on program development and this increase in capacity while maintaining the highest service delivery standards and operational quality. We are looking forward to the process and outcomes of strategic planning as we move forward to help guide our next steps for agency growth and development.

I would like to recognize and thank our incredible staff for the continued effort, hard work and dedication to supporting our clients, caregivers, community and each other. I would also like to thank our clients, caregivers and community for their patience and flexibility as we moved between virtual and in-person service, understanding the COVID-19 requirements for providing safe environments for everyone. Lastly, I would like to recognize our Board of Directors for their continued support, feedback and direction for our agency's growth and involvement.

Over the past two years, we have grown tremendously and are proud of our accomplishments and flexibility. The safety and well-being of our staff, clients, and caregivers were our top priority. We are looking forward to 2022-23 as COVID-19 restrictions ease and allow us to safely offer more in-person client and group services.

Sandie Hoskin

Sandie Hoskin
Executive Director





Client Service

Client Service

Child and Adult Funded Services

Our team provides individualized ABA services to more than 300 children, youth and adults each year through funding from the Ministry of Children, Community and Social Services. These services focus on skill-building, reducing challenging behaviour and caregiver training to support clients to reach their full potential. Our team was able to pivot between virtual and in-person services as we adjusted our response to COVID-19 to ensure our clients had access to quality services. We offered many virtual adult education groups this past year. These groups included Adapted Acceptance and Commitment Therapy, Anger Management, Healthy Sexuality, Building Lasting Friendships, and Dating 101. Waitlist pressures for our adult-funded services continue to be a concern with 217 clients waiting for service. The focus of the upcoming fiscal year will be to develop strategies to address the waitlist.

In addition, we were able to successfully support 25 children last year who presented with complex needs and needed additional ABA and coordinated services.

An average of 6 new clients join our adult-funded waitlist each month.

Adults wait an average of 495 days for service.

We served 321 adults.

217 adults are waiting for our funded services.

21 children are waiting for our funded services.

Children wait an average of 228 days for service.

We served 52 children.



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Client Service

Ontario Autism Program (OAP)

The Ontario Autism Program (OAP) offers support to families of children and youth on the autism spectrum up until 18 years of age. The OAP is currently transitioning to a program that is comprehensive, needs-based and family-centred. The needs-based services and supports currently available are Foundational Family Services, Caregiver-Mediated Early Years, Core Clinical Services, Entry to School, and Urgent Response Services. LRCSS is proud to provide all these services to OAP children and youth.



Foundational Family Services

At Lake Ridge Community Support Services, OAP families can access [Foundational Family Services](#) through our dedicated Foundational Services team. These services are provided for families with the OAP and are individualized to meet each child's unique needs. These services include:

Family and Peer Mentoring via Our [Facebook Group](#)



ON-DEMAND Family and Caregiver Workshops & Resources via Our [Foundational Family Service Portal](#)



Brief Targeting Consultations with a Behaviour Consultant



[Learn, Explore & Play \(LEAP\): Play-Based Learning for OAP Families with Children Under Six and Their Caregivers](#)



[Navigating the Education System: Supporting Your Child with Autism at School](#)



[Caregiver, Parent & Peer Mentoring Groups for Peer Support](#)



This past year we had 249 unique families access our foundational services. We provided 1,388 units of services to these families.



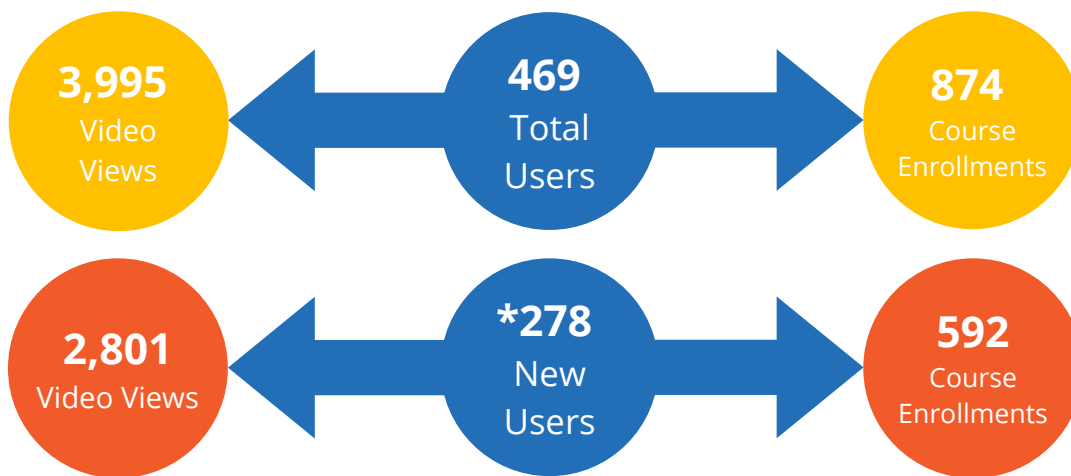
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Client Service

Foundational Family Services

At the end of fiscal 2020-2021 we transitioned foundational workshops for parents and caregivers to an on-demand portal. Parents and caregivers are extremely busy and need access to tools and information on their terms. Our portal provides them on-demand access to streaming video and downloadable tools wherever and whenever they are needed.



*Includes some non-OAP registered users

Consultative Services

As OAP continues to transition, we are pleased to continue serving 18 clients in our individualized consultation services virtually and in-person. These clients and caregivers continue to build skills through consultation with a Behaviour Consultant as they are waiting to transition into the new needs-based OAP core services.

Intensive Services (OAP-I)

The Ontario Autism Program - Intensive Services have had a successful year with several clients beginning or continuing their transition into school with success. As our clients' hours increase at school, they are decreasing within our program. Despite the barriers COVID-19 created for our teams, they were able to continue to be resourceful and creative. Our teams demonstrated this creativity by implementing telehealth sessions, virtual caregiver training sessions, and virtual social skills training (e.g., Social Smash) while transitioning some clients back into service who had been off for months due to COVID-19. The OAP-I staff continue to be dedicated and devoted to their clients. They continue to develop new curricula to optimize learning for clients who are getting older and require a different level of service through dyads and group learning.

Families continue to wait for their invite for their child's assessment to determine their financial support and placement in the new needs-based OAP core services. Regardless of their evaluation, the OAP-I program will end by March 2023.



Client Service

Entry to School (ETS)

The beginning of 2022 had a busy start due to an expansion of LRCSS services. In partnership with the lead agency Grandview Kids, Resources for Exceptional Children and Youth and Durham Behaviour Management, we collaborated to design, develop, and implement the Entry to School Program (ETS). The ETS program falls into the category of early years support, one of the four core services offered by the Ontario Autism Program funded by the Ministry of Children Community and Social Services. Between January to March, the team procured eight locations across the Durham Region, furnished and prepared classrooms, and recruited 31 classroom staff to prepare for 164 clients to enter the program before the end of April 2022. Our role in the partnership was to staff the eight sites and to manage the clinical and classroom teams, directly implementing the group program.

The expansion was a success, and as of April 2022, eight sites were offering morning and afternoon group programming to cohorts throughout Durham. 120 families accepted the Ministry's invitation to join the program. For the first six months, the program focused on:

- Communication
- Play
- Social interaction
- Functional routines
- Behavioural self-management
- Pre-academics, learning, and attention

The next six months will focus on the children's transition into school. LRCSS is so proud of all of the staff within the partnership who were involved in the design, development, and implementation. The addition of eight new teams has been a wonderful success due to our staff's ability to research, assess, collaborate, and motivate. This expansion highlighted to our community partners and families what dedicated and passionate staff we hire and employ at LRCSS!





Caregiver-Mediated Early Years Program

The Ontario Autism Program, Durham (OAP-D) partnership provides [Caregiver-Mediated programs](#) through Lake Ridge Community Support Services, Grandview Kids, and Durham's Regional Municipality. The Province of Ontario invites families directly through written letters to participate in the caregiver-mediated programs, from which there are 3 programs to choose from. Lake Ridge Community Support Services is proud to be providing [Project ImPACT](#) as part of the OAP-D.

Project ImPACT (Improving Parents As Communication Teachers) uses a Naturalistic Developmental-Behavioural Intervention (NDBI) which combines Applied Behaviour Analysis (ABA) and the communication and developmental fields. ABA is a proven technique for teaching children with Autism Spectrum Disorder (ASD), social and communication skills. By utilizing ABA techniques naturally within the families' day-to-day activities, children are better able to generalize newly acquired social-communication skills and continue to use them after the program is complete. This past year, LRCSS provided service to 21 families through Project ImPACT.

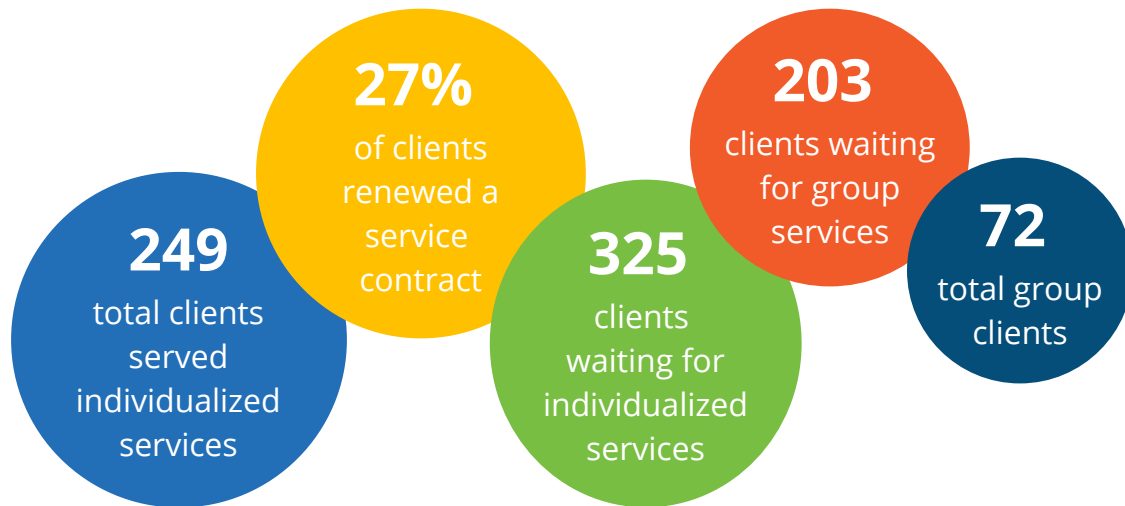


Client Service

ABA Classroom

Over the past year, we continued to provide services to students with Autism Spectrum Disorder in 2 partnership treatment classrooms with DDSB. We successfully pivoted between virtual and in-person classroom support, as needed, in response to the pandemic to support students to continue to access the treatment classrooms.

Fee Based Services



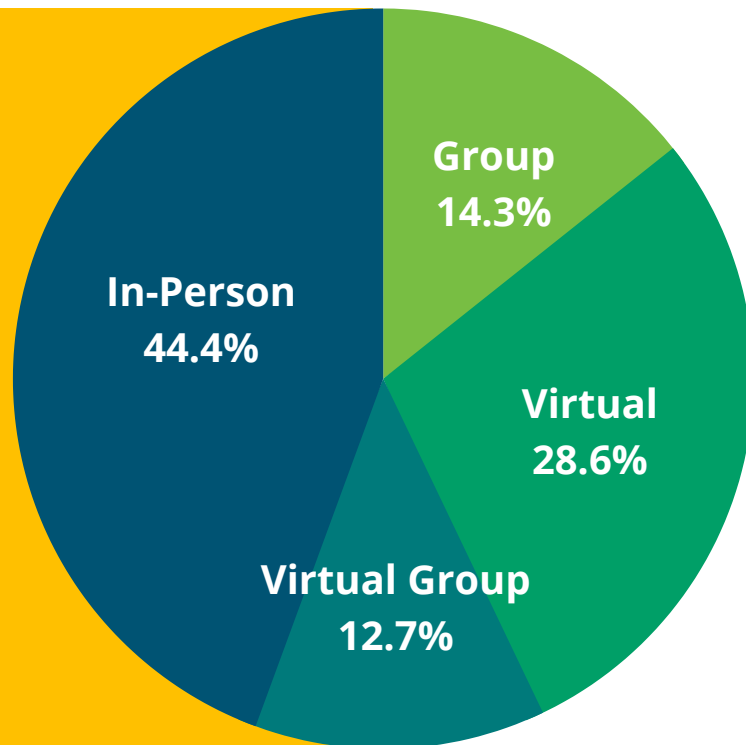
We continued to offer high-quality, individualized and group services, virtually and in-person at all of our locations throughout the pandemic. All of our services are individualized to meet client and family goals. Our group services consisted of children and teen social skills groups such as Secret Agent Society, and Teen Dating 101. We also experienced significant growth in our waitlist for services. The management team is committed to developing strategies to be able to serve more clients from our waitlist.



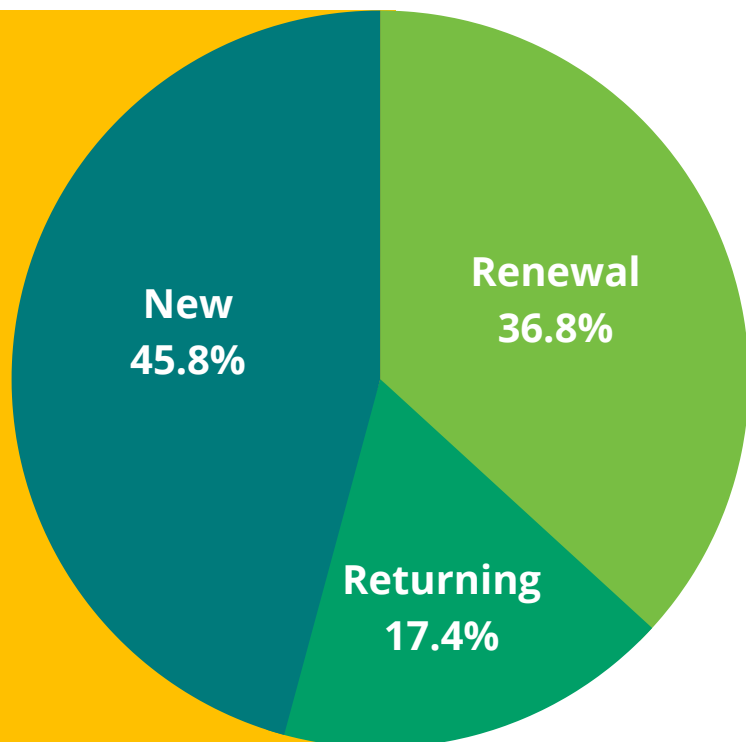
Client Service

Fee Based Service Statistics

Service Delivery Method



Client Acquisition & Retention



Client Service


Satisfaction Survey Responses

93% of clients felt our service was flexible and individualized to their needs.

95% of clients felt that during their service, they learned strategies they could use on their own.

91% of clients would recommend this service to others.

93% of clients felt that their Clinician was responsive to their child/client's changing needs over time.


93% of clients felt that if needed, they would use this service again, and would recommend this service to others.





Financial Statements



Financial Statements

2021-2022 Financials

The below financial statements reflect the fiscal period between April 1, 2021 and March 31, 2022, and are subject to approval of the Board of Directors.

Revenues	\$7,913,167.00
MCCSS	\$1,722,421.00
OAP	\$5,005,237.00
Fee Based Services/Partnerships	\$1,154,270.00
Fundraising/Donations/Grants	\$31,239.00
Expenses	\$7,896,558.00
Salaries and Benefits	\$6,340,319.00
Travel/Training	\$165,241.00
Purchased Services	\$87,836.00
Supplies	\$308,775.00
Phone	\$3,000.00
Rent/Utilities	\$491,003.00
Brokering	\$119,706.00
Admin	\$321,442.00
Other	\$59,236.00
Balance	\$16,609.00





Growth & Innovation



Growth & Innovation

Agency Growth & Development

Over the past year, we have increased our team by 33 new employees in response to new OAP programs and an increase in demand within our community for quality, individualized behavioural services. We are excited to have these new members join our team. LRCSS is committed to the performance and growth of our employees as an integral part to providing the highest standard of service to our community.

Onboarding

LRCSS started an initiative to ensure we were promoting our culture with every new hire. The team developed procedures and infrastructure to improve our previous process. The team set LRCSS new hires up for success.

As a result of the onboarding system, staff noted:

- **100% agree they received sufficient shadowing and training**
- **100% agree they felt valued by co-workers and supervisors**
- **100% agree they feel satisfied by their role at LRCSS**
- **83% agree they have the resources needed to be successful in the role**
- **83% agree that LRCSS motivates them to go beyond what they would in a similar role elsewhere**
- **92% would still work at LRCSS in two years**
- **100% would recommend LRCSS as a great place to work**

The bar graphs below show that we hired 35.9% new staff over the last year and 64.1% of our team was promoted. This influx of new staff and transition into new positions would not have been as successful if not for the latest systems and strategies in place for those starting new positions.

New Hire

35.9%

Promotion

64.1%





Growth & Innovation

Employee Certifications

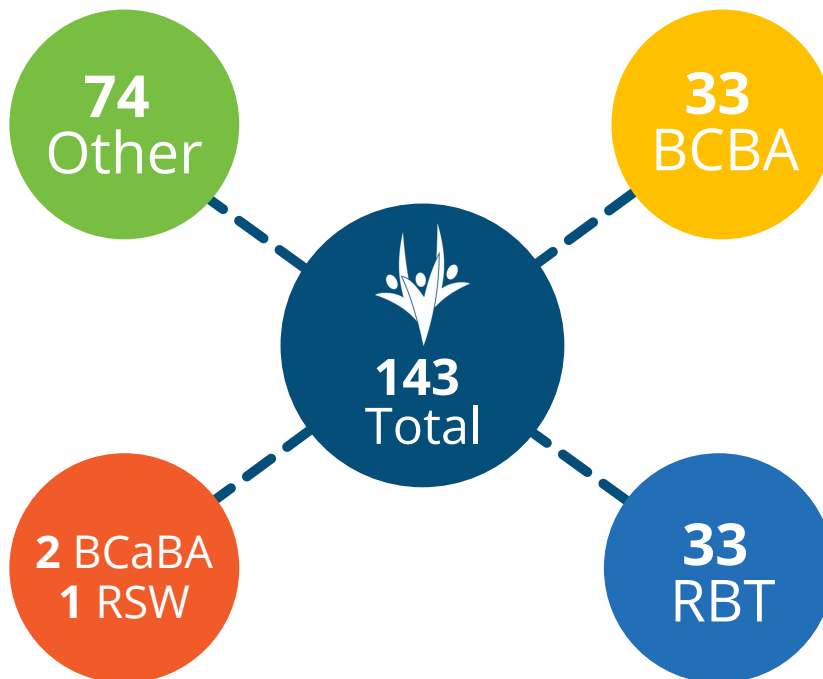
Our incredible team continues to work towards the goals of furthering their knowledge, education and certifications through the Behavior Analyst Certification Board (BACB). Throughout the year, 6 more staff achieved their Registered Behaviour Technician certification and 5 more staff became Board Certified Behaviour Analysts.

Board Certified Behavior Analyst (BCBA)

Kristen Brennan // April
Stephanie Lui // November
Radhaa Roopnarine // June
Megan Zonnenberg // December
Joanna Salvagna // February

Registered Behavior Technician (RBT)

Nadia Dakwar // October
Amanda Ewles // August
Sasha Jansz // July
Lauren Scott // August
Olivia Yu // December
Dauida Trotta // January



Internship

Due to the success of our Behaviour Consultant internship last year, our Board of Directors has supported us to continue the program for another year. In addition, LRCSS submitted a grant to receive funding to provide an internship program to Behaviour Technician's with the skill set and motivation to become Registered Behaviour Technicians. In October, 5 candidates were selected. As of April 2022, 3 of the 5 have completed the process and have become Registered Behaviour Technicians. The other 2 candidates will be credentialed by the end of the summer.





Growth & Innovation

Staff Training

LRCSS is committed to the professional development of all our employees as part of the Agency's culture to ensure all staff have opportunities for continuous learning and development. This is done through formal training events, LinkedIn Learning, CEU events, and presentations to other professionals.

5 First Aid/CPR
Training Sessions
(Total of 7 First Aid
Training Days)

16 SMG
Training
Sessions

167 Staff
Professional
Development
Training Events
Attended
(1456 hours)

44 Internal
Professional
Development
Training Events
(156 hours)



Accredited Continuing Education (ACE)

LRCSS is an Accredited Continuing Education Provider with the Behaviour Analyst Certification Board. Over the past year, LRCSS has continued to offer professional learning opportunities to clinicians. LRCSS hosted 11 continuing education events and issued 394 certificates to participants.



11 events
hosted



394 certificates
awarded





Growth & Innovation

LinkedIn Learning

LinkedIn Learning has proven to be a valuable resource for our staff's professional growth over the past year. Our staff can identify training through on-demand content for many different professional goal areas independently, and with support from their manager. LRCSS has also developed many customized learning pathways in content areas specific to the Agency to support an environment of growth and learning for all staff.

96 Lake Ridge Staff participated in the following LinkedIn Learning:



302 hours of courses viewed



287 courses completed



1551 courses viewed



7011 videos viewed



6 custom LRCSS Learning Pathways were curated with course content specific to our staff needs.



5 **LinkedIn** Learning most popular videos

Personal Effectiveness Skills

Being Positive at Work

How to Work Smarter, Not Harder

Speaking Confidently and Effectively

Communication with Teams





Growth & Innovation

Stone ABA CONFERENCE *Soup*

Stone Soup Conference

The 2021 Stone Soup ABA Conference was a smashing success. Not only did the team outperform every metric for success by comparison to 2020, but the team managed to raise an additional \$16,326.95 for the ABA for All Fundraising campaign in the process.

“I can’t think of many times in life where I’ve been this inspired before 7am.”

— Ben Reiman, The Behaviour Speak Podcast

2021

471 Attendees
453 App Downloads
1700 BACB CEUs issued
990 Messages Exchanged
34 Community Board Posts
45 Photos



2020

138 Attendees
121 App Downloads
129 Messages Exchanged
16 Community Board Posts
1 Photo



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Growth & Innovation

Research & Grants

Ontario Trillium Fund Grow Grant - Facing Your Fears (FYF)

Ontario
Trillium
Foundation



Fondation
Trillium
de l'Ontario

An agency of the Government of Ontario
Un organisme du gouvernement de l'Ontario

This three-year grant allows us to offer a free cognitive behaviour therapy (CBT) group named 'Facing Your Fears' (FYF) to children and adolescents who reside in Durham Region, from ages 8 to 12 diagnosed with autism spectrum disorder (ASD). The FYF group was specifically designed for youth with

ASD who are verbally fluent and struggle with significant anxiety. The group is focused on building skills to manage anxiety so participants are better equipped to engage in social situations and take advantage of opportunities within their community. We are currently in our second year of funding and to date, we have provided 9 sessions to 34 children.

91% of clients felt our service was flexible and individualized to their needs.

91% of clients felt our services were helpful, and that they would use them again.

91% of clients would recommend this service to others.

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Growth & Innovation

Workforce Capacity Grant (OAP)

LRCSS applied for a grant through the OAP to create an ABA training team to improve coordination efforts for effective and efficient on-boarding and training of new clinicians across the Agency. The team will coordinate, oversee, and implement training and development of new and current clinical staff. Two positions, a Training Coordinator and a Training Facilitator, were approved. Both started in their positions in February 2022. The funding is in place until January 2023.

Transition Support Grant (OAP)

Transition funding, through the OAP, was provided to help support additional staff training, consultations for service change, as well as staffing supports (e.g., Human Resources, Clinical Coordinator, Service Navigator) across the Agency to develop and grow our fee-based services. The funding was confirmed in October 2021 and was utilized by March 31, 2022.





Agency Highlights



Agency Highlights

Recognizing Our Employees

Jim Reaume Award - Tanya Makela



In December 2013, the Jim Reaume Award was introduced at Lake Ridge Community Support Services. This award recognizes an employee who meets one or all of the below requirements:

- The Candidate is committed to providing quality service, and this is recognized in their day to day interactions with their clients.
- The Candidate purposefully seeks out opportunities for furthering their knowledge in the field of ABA.
- The Candidate facilitates or participates in evaluation research.

Tanya Makela was the recipient of the Jim Reaume Award for 2021. She has had the opportunity to work with hundreds of children, youth, and adults with intellectual disabilities and autism spectrum disorder. As a Board Certified Behavior Analyst, she is always striving for excellence and wanting the very best outcomes for clients she serves, their families and caregiver mediators. She is a strong advocate for adults with intellectual disabilities to ensure that they are treated with dignity and respect and have access to quality services and support. She continues to stay connected with the latest research, which she incorporates into our service delivery models.

Tanya is deeply dedicated to furthering the knowledge of staff, community partners, and mediators by providing leadership and training opportunities both within LRCSS and with community partners. She contributed towards a manuscript which was recently published in the Journal on Developmental Disabilities which investigated the impact of Quality Assurance Measures on interventions and challenging behaviour in adults with intellectual disabilities. Tanya also delivered "The Art of Merging Behaviour Analysis and Consulting" through Ontario Behaviour Analysts Community of Practice (OBACOP).

In addition to being a BCBA supervisor, she also oversees other BCBA supervisors, provides Agency training from an ethical lens, and is an active member of the Diversity, Equity, and Belonging Committee. Her devotion to research opportunities is demonstrated by successfully obtaining the Ontario Trillium Foundation Grow Grant. She understood the capacity that LRCSS clinicians had to serve children with ASD and anxiety using a combination of ABA and CBT principles.





Agency Highlights

Jim Reaume Award - Tanya Makela



With her vision, this grant has materialized into the virtual delivery of the [Facing Your Fears](#) program which has allowed children and their caregivers to develop the skills necessary to manage levels of anxiety that would otherwise negatively impact their quality of life. Through the Research Ethics Board approval process, she has facilitated opportunities for those on her team to build skills related to conceptualizing each component of systematic program evaluation, ensuring adherence to a stringent research design, and high quality service for families.

Tanya has exemplified the mission of LRCSS by creating opportunities for colleagues, community partners, and clients to reach their unique potential.





Agency Highlights

Culture & Spirit Award - Jamie Carpenter



The Culture and Spirit Award was created in 2018 to recognize staff who embody and consistently demonstrate the culture and spirit of Lake Ridge Community Support Services. Some of the criteria for this award include:

- Reminds others of their strengths; is supportive and helpful to others.
- Creates, promotes, and participates in activities that foster the Lake Ridge culture.
- Performs above and beyond normal expectations to benefit the community at Lake Ridge.

Jamie Carpenter was the recipient of the Culture and Spirit Award for 2021. She demonstrates a positive attitude with both clients and colleagues and is always striving to find unique and creative ways to encourage interaction between clients, and fun ways to engage teammates. Her competitiveness makes for a lot of fun and humour.

Jamie is the first person to let you know when you have done a great job with something. She is not afraid to brag about her colleagues or cheer them on in any situation. It is important for her to make her colleagues feel acknowledged and cared for - a quality that is appreciated by everyone around her.

Jamie thrives when working on a team and will always rise to the occasion when her support is needed, whether it's providing coverage for other teams/clients, gently nudging everyone to participate in group team bonding activities (like dressing up for halloween), helping to organize, set-up, and facilitate a brand new social skills group, facilitating new and different learning opportunities for her clients, supporting the generalization of skills of other clients, and always checking in on the mental health of her colleagues.

She has a remarkable spirit that is infectious and she uses her gift to motivate and remind others of a job well done. She has been with us for over 6 years and has grown with our Agency. Jamie fosters and role models teamwork, and most of all, caring and compassion not just for her clients and their families, but for all those who cross her path. Regardless of what is going on in her day she is always ambitious in her efforts to bring a smile to all her interactions. Jamie fully understands our mission of harnessing the potential of others and is their biggest cheerleader!





Agency Highlights

Shout Out Awards

2021

APR

Shawna Souch
Jamie Booth
Christina Sanford

MAY

Jayme Teplin
Jeff La Frenais
Olivia Findlay

JUN

Erin Morrison
Lisa Jones

JUL

Heather Redmond
Trisha Johns
Aarani Balasubramaniam

AUG

Alisa Geller-Obouhov
Elycia Aviles

SEPT

Lauren Scott
Allyson Mitchell
Cody Lamb

OCT

Brian Stanton
Pritha Chowdhury
Sonja Zdjelarić
Jeff La Frenais

NOV

Ujeeta Mistry
Rachel Fardella
Amanda Kennedy

2022

JAN

Ashley Brandauer
Zara Khalid
Romy Rewald

FEB

Dauida Trotta
Stephanie Lui

MAR

Olivia Yu
Jamie Wallace
Megan Zonnenberg





Agency Highlights

Length of Service

Starting in 2013, each year Lake Ridge Community Support Services recognizes staff who have reached a significant milestone in their years of service with the Agency. LRCSS truly values all of its staff and is very proud to have such dedicated employees with high levels of experience and knowledge. The following staff were acknowledged this year for their years of service:

30 Eleanor Gibson

15 Tanya Makela
Michelle Brown
Tarra McPhail

10 Amy Andrews
Allyson Mitchell
Heather Redmond
Alisa Geller-Obouhov

5 Olivia Yu
Babira Raveendran
Jamie Booth
Sivakame Yogeswaran
Nadia Dakwar
Divya Gossai
Danielle Woodcock
Katherine Krampert
Melissa Legree
Mikaela Charlebois
Meghan Petch
Shawna Souch





Agency Highlights

Committees



Diversity, Equity, and Belonging Committee

Over the last year, our Diversity, Equity, and Belonging priorities have been focused on creating a diversity statement, staff training, staff surveys, reviewing our website and social media content, reviewing our service intake measures, and actively participating in a community of practice. We are proud of the [Land Acknowledgement](#) statement gifted to us by an Indigenous Elder.

Diversity Statement

We acknowledge that this work is a continual process of reflection and change. Lake Ridge Community Support Services is committed to providing an environment that fosters compassion and creates a community of belonging in which employees and service recipients feel supported and respected. This community of belonging is one in which everyone is treated with dignity and promotes the voices/opinions of people from different cultural, socioeconomic, and developmental backgrounds. We continue to provide an environment free of harassment, discrimination, and violence and continually grow and adapt our knowledge and flexibility. Fostering a community of understanding and belonging promotes our commitment to grow and evolve as one diverse community that is stronger together.





Agency Highlights



Fundraising Committee

The fundraising committee, just like all other services and committees at LRCSS, has had to pivot and create new opportunities to fundraise in our new socially distant society. The barrier of not hosting public events did not stop the team from raising money for our ABA for All Campaign.

The chart below outlines the committee's success over the last year:

Stone Soup ABA Conference - October 22, 2021

Amount Raised:

\$16,326.95

Gift to Give - December 15, 2021

Amount Raised:

\$2,217.00

A Backpack Raffle - August 21, 2021

Amount Raised:

\$965.00

Domino's Family Pizza Night - November 30, 2021

Amount Raised:

\$635.00

Social Committee

As LRCSS navigated through the various shutdowns and pauses in face-to-face services, the social committee provided some enjoyment and appreciation for our staff. At our summer staff appreciation, we created a 'Choose Your Own Adventure' virtual event, including an hour of trivia competition, yoga, guided painting, and ended with 'The Famous Durgy', an entertainer and a magician who brought virtual amazement and laughs. For our holiday event, the virtual theme continued, and we were fortunate enough to book Meg Sopher to share the "Secret Sauce" of life with us, which included some memorable hashtags such as #OYOG - "Own Your Own Growth", and #PTG - "Post Traumatic Growth", coming out the other side stronger than before!





Agency Highlights

Operations

Privacy

Inclusivity and assent were two of the main priorities that LRCSS focused on this year. Clients have a right to be informed regarding the risks and benefits of the consent process. Sometimes clients do not have a full understanding of the information they are given which is necessary to give informed consent. We are taking steps to ensure that clients who do not consent for themselves, are still very much involved in the consent process. Through discussions and adapted forms, we aim to help make the conversations and consent/assent processes clearer for clients to help them understand the context of what they are assenting to. This provides clients the right to choose to agree or disagree to various details about service. These adapted forms, used alone, do not determine consent, it accompanies a consent form signed by the person who is authorized on the client's behalf to give consent.

Our Privacy Officer is a part of a community of health sector Privacy Officers, which allow us to keep updated on advancements in the current legislation that help to guide and inform our decisions around confidentiality and privacy of personal information, not only for our current and past clients, but also for our employees. There will be multiple workshops that our Privacy Officer will be attending throughout this next fiscal year, some of the topics include: How to conduct Privacy Impact Assessments and adding gamification to your privacy office.

We will continue to put privacy at the forefront of all of our business practices in order to provide inclusive, quality, individualized service.

Cyber Security

There has been tremendous growth at LRCSS over the last year with regards to cyber security. With this growth comes an increasing challenge to maintain a secure system to protect our client data and maintain privacy. This challenge is amplified when employees are expected to be able to work remotely, connecting to home-based networks with unknown security.

To achieve this goal, most new devices in the agency are now Chromebooks. These devices are tightly integrated into our Google Workspace system. They are automatically protected by on-device encryption and mandatory two-step verification to ensure that malicious actors cannot access our data.

By minimizing the attack profile of our devices, we are achieving robust protection wherever a device is used, while at the same time increasing integration, speed, and overall efficiency. All of this is supported by an established disaster recovery plan.





Agency Highlights

Social Media

Since 2019 Lake Ridge Community Support Services has been aggressively growing our online presence by revamping our website and growing our social media presence with a focus on Facebook. This fiscal we added Instagram as well. Our strategy is rooted in serving our community through 3 pillars: Advocate, Empower and Involve.

ADVOCATE

Advocate for acceptance and understanding of our clients within the community.

EMPOWER

Empower clients, caregivers and the community with information on services and actionable insights.

INVOLVE

Involve our community through fundraising and capacity-building initiatives.

Social Media Statistics



71,105 Reach
1,686 Fans



4,523 Reach
238 Followers



46,100 Impressions
278 Followers



46,138
Website
Sessions



33,612
Profile
Visits



668,000
Impressions

Sources: April 1, 2021 to March 31, 2021 - Meta Business Suite Insights, Twitter Ads Tweet Activity, Google Analytics, Google Business Profile Manager Insights, Google Ads Manager.

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Agency Highlights

Brokerage



Lake Ridge Community Support Services (LRCSS) continued to broker funds for the DSB services which are operated through Sunrise Youth Group (SYG).

SYG was able to remain open to in-person programming for the majority of the fiscal year. The Day program, however, did have a brief closure from April to May 2021 due to COVID-19 concerns. The Inhouse Day Program members affected by the closure were able to utilize the Virtual Day Program.

The Inhouse Day Program was able to safely return to full capacity member attendance by December 2021. SYG was able to have **28** members (7 full-time, 21 part-time). SYG was able to accept **4** new members for the Day Program through the exposure of the Virtual Day Program and three members decided to move on either due to lack of interest or travel-related issues. The Day Program currently has a waitlist of **21** individuals interested in specific days and/or are waiting to graduate high school to join. This number decreased over the last fiscal year as several Day Program spaces became available and were accepted by individuals on the waitlist.

Previously, the In-House Day Program and Virtual Day Program were offered as hybrid programs. Both programs would be simultaneously facilitated. In December 2021, the Virtual Program expanded to its own independent program being solely facilitated by a team of virtual staff. The virtual program is accessed by In-house members on their off days or days they felt unsafe to attend in-person, as well as Recreational members. There is great interest in the Virtual Day Program and it receives consistent attendance. The Day Program has four full-time staff, two part-time virtual staff members and fourteen on-call staff who ensure that SYG is providing outstanding support for all members.

The day program strives to foster friendships, promote independence, and encourage acceptance. The staff provides remarkable programming for the Inhouse Program and Virtual Program. The programming is creative and innovative while modified to meet the varying needs of the members. The staff has been able to seamlessly adapt programming to meet In-house and virtual criteria.

The Ministry of Children, Community and Social Service (MCCSS) annually funds **\$63,972.67** to offset the cost of **\$217,617.56** to operate the Day Program and the balance is paid through member fees. Over the 2021 to 2022 fiscal year, MCCSS was able to provide additional financial support of **\$58,467.03** to offset the additional costs of COVID-19 and virtual programming.

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Agency Highlights

Durham Staff Training Committee

LRCSS also brokers the Durham Staff Training Committee Fund on behalf of MCCSS funded adult developmental service agencies in the Durham Region. The Committee is comprised of members from all agencies and works together to plan and access additional training throughout the year. Throughout the pandemic, the Training Committee was able to continually adapt and organize many virtual training events to support learning and development for all staff across the sector. Topics offered over the past year included mental wellness, skill development for challenging behaviour, Fierce Conversations training, as well as training for a deeper understanding of psychotropic medications and their impact. Over the past fiscal year, **357** Durham Region staff received training through the funding of **\$40,000**.





Agency Highlights

Partnerships & Collaboration

Lake Ridge Community Support Services continues to partner and collaborate with many agencies to provide services and education. These partnerships allow us to continually engage and improve service for everyone to have the opportunity to reach their unique potential. Collaborating with our partners also allows us to continue to develop and engage in research opportunities to inform the future. Thank you to our community partners.





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