



2022-23 ANNUAL REPORT

Everyone can thrive!

Lake Ridge Community Support Services
April 2022 to March 2023
lrcss.com | 905-666-9688 | lrcss@lrcss.com



WHO WE ARE

Lake Ridge Community Support Services is a highly-respected non-profit organization that supports people with autism spectrum disorder and with intellectual disabilities.

WHAT WE DO

Our mission is to provide innovative and high-quality behaviour therapy services that are evidence based and individualized to meet specific and evolving needs of children, youth and adults.

WHAT WE ARE WORKING TOWARDS

Our vision is an inclusive community where everyone can thrive.



OUR VALUES

Integrity

We hold ourselves to high moral, professional and ethical standards.

Respect

We act with kindness and compassion, honouring the worth, value, dignity and rights of all.

Growth

We facilitate development and progression for the people we support, our employees and in the services we offer.

Diversity

We strive to embrace and incorporate the diversity of the communities we serve in all parts of our organization.

Empowerment

We support people to reach their full potential.

Collaboration

We work together with individuals, families, community organizations and professionals to contribute to better outcomes for all.



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 Chartie,
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.

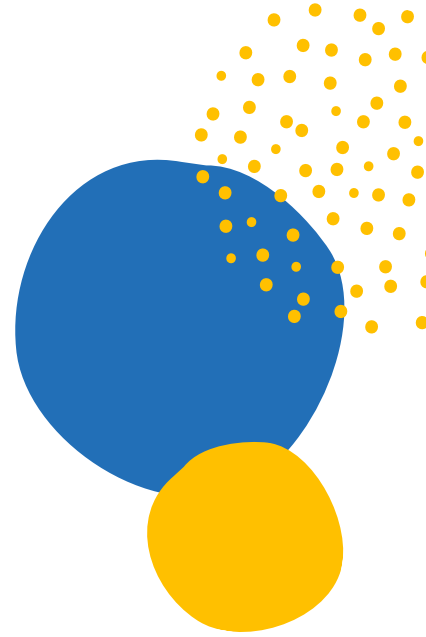


Renee Ruddock,
M.ADS, BCBA,
Clinical Director

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.

Our Strategic Plan was developed in 2022. Part of the first year of the plan included expanding our leadership team to respond to our growth and ensure we continue to meet the demands of our clients and the families we serve. Our leadership team now includes:

- Tarish Singh, BCBA,
Program Manager, Fee Based Group Programs
- Amy Andrews, BCBA,
Program Manager, Fee Based Individualized Programs
- Karen LaHay, BCBA,
Program Manager, Funded Programs and Partnerships
- Katey Danaher, BCBA,
Operations Manager



From left to right Tarisha Singh, Katey Danaher, Karen LaHay & Amy Andrews

TABLE OF CONTENTS

Message from the Executive Director 6

CLIENT SERVICES 7

Child & Adult Funded Services 8

Ontario Autism Program (OAP) 9

ABA Classroom 14

Fee Based Services 14

FINANCIAL STATEMENTS 17

GROWTH & INNOVATION 20

Agency Growth & Development 21

Employee Training 24

Research & Grants 27

AGENCY HIGHLIGHTS 29

Recognizing Our Employees 30

Committees 35

Operations 39

Brokerage 42

Partnerships & Collaboration 44

MESSAGE FROM THE EXECUTIVE DIRECTOR



This has been a year of growth, change, and new challenges, but it has also been a year where we were able to come together in person and create meaningful social connections again. Over the past year, the world opened up more and has started to adapt to COVID-19 as part of our everyday. Our employees, clients and community have been extremely flexible and supportive of the changes and growth throughout the year.

One of the significant changes that we faced this year was the continued transition of the Ontario Autism Program (OAP). Our legacy intensive program concluded on March 31, 2023, after running at Lake Ridge from January 2005 to March 2023. While we are sad to see the program end, we are grateful for all the client and family connections and successes that we were able to achieve. I want to express my appreciation to our employees who have been a part of the service and those who have been so dedicated over the past few years during the transition. Your efforts have impacted many lives, and we are grateful for the incredible service offered.

Despite the challenges we faced, we achieved many successes this year. We expanded our fee-based programs and services to meet the changing needs of our clients and community, and we continued to deliver high-quality services and support. We have strengthened our partnerships with other organizations, and we have continued to advocate for the needs of our clients and community. In the OAP, we were able to grow and expand our partnership with the Urgent Response program and the Entry to School program. We saw much growth and impact for clients, caregivers and the community with our services.

Thank you to our Board of Directors, employees, clients and community partners for contributing to the development of our Strategic Plan. The strategic plan was finalized in the spring of 2022, and implementation has started. A task force of employees and the Board of Directors assisted with redefining our mission, vision and values. We also continued to grow and develop our services and developed a new agency structure to create improved oversight and efficiencies.

As we look ahead, I am confident we will continue to grow and thrive as an organization. We have an incredible employee team, a strong Board of Directors, and a supportive community, and I am excited to see what we can achieve together.

Once again, I want to express my heartfelt thanks to everyone who has contributed to our success over the past year. Your support, dedication, and hard work are deeply appreciated, and I am honoured to work alongside each and every one of you.

Sandie Hoskin,
Executive Director



Lake Ridge
COMMUNITY SUPPORT SERVICES

CLIENT SERVICES



[Table of Content](#)

CLIENT SERVICES



Child & Adult Funded Services

Over the past year, we saw COVID restrictions decrease, which allowed us to provide more in-person services to children, youth and adults at our office and in the community. Virtual services continue to be offered for those who prefer this mode of service delivery. Our services continue to focus on individualized goals that are meaningful to each client. We continued to offer many adult Education Groups for individuals to explore more about topics such as Anger, Management, Adapted Acceptance and Commitment Therapy, Healthy Sexuality, Building Lasting Friendships, and Dating 101.

This past year, our team spent meaningful time understanding MCCSS's strategic priority, Journey to Belonging and its meaning for LRCSS adult services.

<https://www.ontario.ca/page/journey-belonging-choice-and-inclusion>

As a result, LRCSS has committed to transforming our adult services to ensure they align with Journey to Belonging objectives. This work has begun and will evolve as more information becomes available. To begin this transformation of our services, we have set some strategic priorities to increase efficiencies in our intake and service delivery phases to create efficiencies to serve more individuals.



8 Clients joined the adult waitlist each month



284 Adult clients served



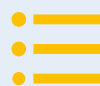
251 Adults waiting for funded service



39 Children Served



38 Children waiting for funded services



149 Average days children wait for funded service

ONTARIO AUTISM PROGRAM (OAP)

The Ontario Autism Program (OAP) supports families of children and youth on the autism spectrum up until 18 years of age. The OAP has transitioned 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 be a part of 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 registered with the OAP and are individualized to meet each child and family'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](#): families meet with skilled professionals within the LRCSS team that can support learning and growth with each child and family's individualized goals.
- [Learn, Explore & Play \(LEAP\)](#): A 3-part, play-based education series that supports the development and building of communication skills.
- [Navigating the Education System](#): A 3-part education series to support caregivers on how to navigate and effectively advocate for their child within the education system.
- [Caregiver, Parent & Peer Mentoring Groups](#): A peer-based webinar that fosters a safe space for caregivers to share their stories, strategize with peers, and learn how to create time for their self-care.
- [Crisis Prevention and Management](#)- A 3-part education series that teaches caregivers how to prevent a behavioural crisis and ways to manage before, during and after a crisis.
- [SibChat](#) - A 3-part education series that allows brothers and sisters aged 8-17 who have a sibling diagnosed with an autism spectrum disorder to learn about autism and share their experiences together in supportive and collaborative group sessions.



**FFS
STATISTICS**

211 

Unique Families Served

1143



Units of Service Delivered

FFS Portal

In it's been another full year the Foundational Family Services Portal continues to be a go-to-resource for families. We continue to see new families registering and accessing the portal and exploring the 11 video workshops and resource library.



FFS Statistics

155

New Users



646

Total Users

3,392

Videos Viewed



1541

Course Enrollments

*Thinkific Dashboard measured against 2021-22 data.

Consultative Services

During this past year, we were able to continue to support our clients who were receiving OAP legacy services to continue to develop their skills in the goal areas outlined in their Behaviour Plans, such as social skills and emotional regulation skills. We were fortunate to continue to service these clients until their transition to the new OAP core services. We anticipate that for some clients, the transition to the new OAP core services will continue.

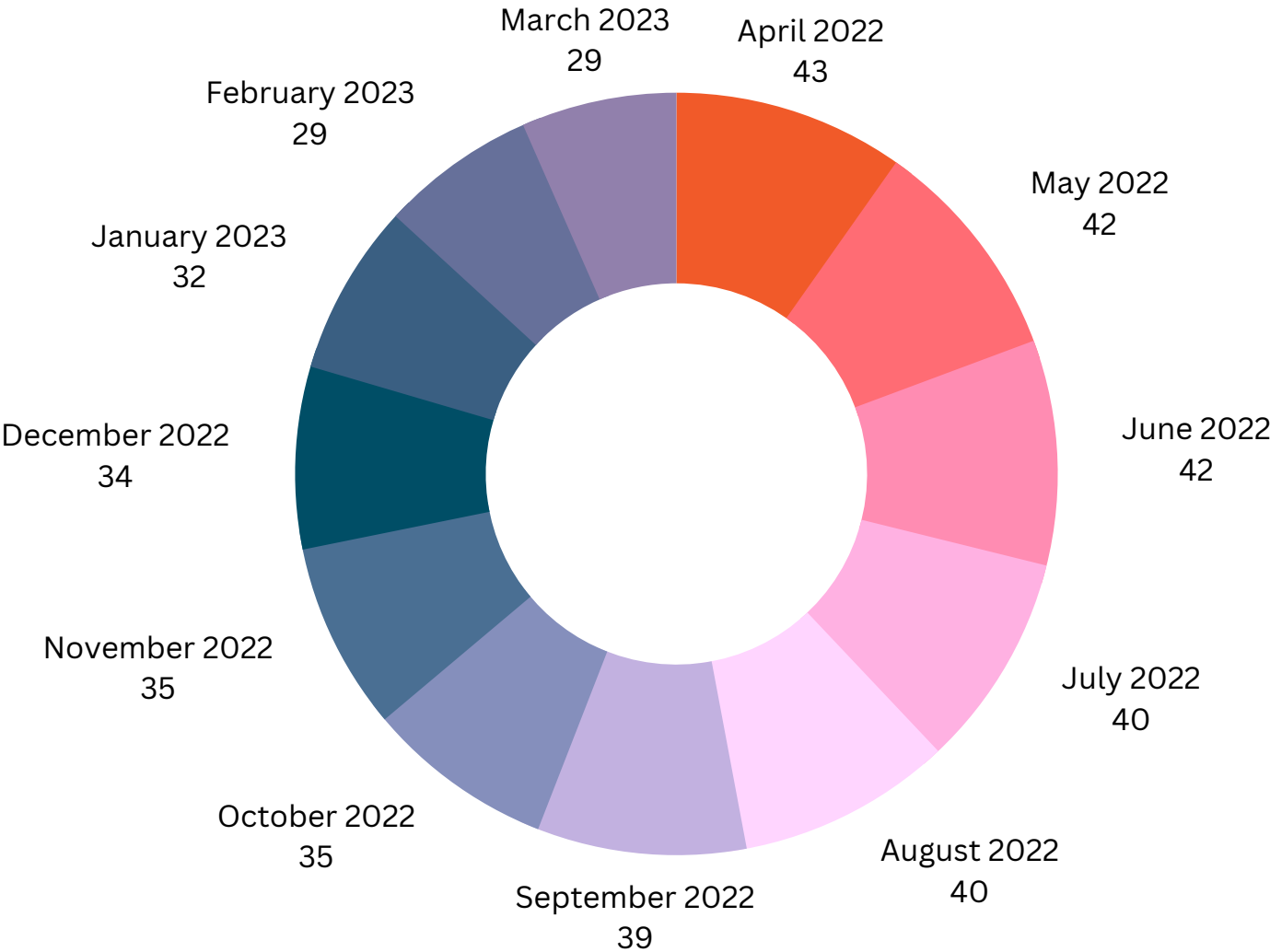
Intensive Services (OAP-I)



Intensive Services, this last year was one of change and transition. Our OAP-Legacy clients and employees embarked on the end of a decade of service. With the Minister's new initiative for the OAP and directing funds to families for core clinical services, families were informed that LRCSS would end their partnership with Kinark Child and Family Services. As a result, this year was spent prioritizing particular goals that would assist in a successful transition into school for our clients and assisting families with their Determination of Needs Assessments that informed the level of financial support and placement into the new needs-based OAP core services.

We are grateful to the Kinark Clinical Employees; their Durham Clinical Managers helped shape the wonderful service our clients received over the years. Their unwavering support and commitment to individualized, compassionate and effective service were appreciated. You will be missed, but your impact will be lasting.

OAP Clients Served 2022-2023



Entry to School Program (ETS)



The first cohort of our Entry to School Program has been a tremendous success. With the help of our partners at Grandview Kids, Resources for Exceptional Children and Youth, and Durham Behaviour Management, we were able to transition 104 children into kindergarten successfully. The year was full of teaching, collaborating, assessing, adjusting, and transitioning. Starting a new program on such a large scale across 8 locations and with 104 families is a daunting task. However, our LRCSS staff rose to the occasion through their perseverance and dedication to ensure skills were taught across the targeted domains of communication, play, social interaction, functional routines, behavioural self-management, pre-academic, learning and attention. And most importantly, fun and relationships were built! Our teams held a graduation ceremony at each location to celebrate the accomplishments made throughout the 6 months. It was a wonderful gesture and appreciated by all families!

Success was the theme throughout the rest of the year, with the clinical and transition teams assisting all 104 children into kindergarten from September to January. Well done, team! However, what was very impressive was the energy and initiative the teams used to prepare for the second iteration of ETS to start in the spring of 2023. We look forward to another successful year implementing this new program.

ETS STATS

104

Families Served

CAREGIVER-MEDIATED EARLY YEARS PROGRAM



67

Families Served



95%

of those serviced in the Caregiver Mediated Program - Project IMPACT met some or all of their goals



72%

received service using a hybrid model (both virtual and in-person services)



1

family was serviced in a language other than French and English

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 to offer families of children under the age of four years, a choice of caregiver-mediated programs to choose between. Lake Ridge Community Support Services is proud to provide 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. Applied Behaviour Analysis 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 can better generalize newly acquired social-communication skills and continue to use them after the program is complete. This past year LRCSS provided service to 67 families in Project IMPACT.



ABA Classroom

Over this academic year (September 2022 - 2023), we welcomed 4 new students into the program, including 1 grade nine student, 2 grade 10 students and a grade 12 student from 4 different community schools within Durham Region. Students in this program focused on goals that targeted behaviours that have interfered with them accessing or completing the Ontario curriculum, including self-regulation, initiating tasks, and self-advocacy (understanding what they need and asking for it). Each student was successful in earning credits toward their Ontario Secondary School Diploma. This ABA Classroom has empowered the students with new skills that they can successfully use when they transition back to their community schools.

Fee Based Services

We continued to offer high-quality, individualized and group-based services in person in our locations and in the community to meet client and family goals. Some clients are continuing to leverage virtual support where it meets their needs. Our group services included children and teen social skills groups such as, Secret Agent Society, Puberty Group, Teen Resume Building and Teen Dating 101.

Over the year we have been transitioning our waitlist to a model where we can better support the demand to ensure clients and their families are ready to engage in services when the service is available to them. In addition, to serve more clients in our community we have improved operational efficiencies to meet the increasing demand for our services.





FEE BASED STATISTICS



251

Families Served



67

Group Clients



219

Clients waiting for individualized service



85%

% of New Clients in 2022/2023



15%

% of Clients renewed or returned for service in 2023



65%

% of Clients Served In-Person



26%

% of Clients Served in Groups



14%

% of Clients Served Virtually



21%

% of Clients Served Hybrid

Satisfaction Survey Responses:

Excellent service, friendly staff, willingness to help us and see our child succeed is one of the reasons we continue to work with Lake Ridge.

Lake Ridge has a great team of professionals who not only work hard with the child but also with the parents so it doesn't feel overwhelming. By adjusting slowly to new strategies made my child less frustrated and myself, more patient and understanding.

Programs are well designed and managed, counsellors are experienced, empathetic, knowledgeable, patience and kind. For the first time since our journey with autism began I feel like someone knows what we are going through and how to help us.

Exceptional service: thorough with explaining programs, excellent with communication, the staff that I interacted with were understanding and helpful; Definitely would recommend

Programs are well designed, clinicians are trained, effective, caring and supportive. It is clear that the people who work here love what they do.



FINANCIAL STATEMENTS



[Table of Content](#)

2022-23 Financial Statements

As we continue into the new fiscal year, we face our first deficit in our annual budget, despite our efforts to meet the needs of the OAP, a new strategic plan, management structure, and additional unexpected expenses to our facilities, equipment and other operational costs.

To address this issue, we have implemented new structures to assist with operational efficiencies and increase our fundraising efforts to generate additional income.

While these measures are helping to mitigate the deficit, we recognize that more work needs to be done to achieve a balanced budget.

We are committed to our mission, vision and values and are confident that with continued diligence and collaboration, we will be able to overcome this challenge with a focus on achieving long-term financial sustainability.

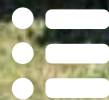
REVENUES	2023 TOTAL \$10,522,717.00	2022 TOTAL \$7,913,167.00
MCCSS	\$1,893,918.00	\$1,722,421.00
OAP	\$5,971,532.00	\$5,005,237.00
Fee Based Services/Partnerships	\$2,357,610.00	\$1,154,270.00
Fundraising/Donations/Grants	\$299,657.00	\$31,239.00

2022-23 Financial Statements

EXPENSES	TOTAL \$10,721,289.00	TOTAL \$7,896,558.00
Salaries & Benefits	\$8,724,766.00	\$6,340,319.00
Travel/Training	\$153,186.00	\$165,241.00
Purchased Services	\$61,440.00	\$87,836.00
Supplied	\$291,334.00	\$308,775.00
Phone	\$22,800.00	\$3,000.00
Rent/Utilities	\$478,855.00	\$491,003.00
Brokering	\$92,963.00	\$119,706.00
Admin	\$473,209.00	\$321,442.00
Other	\$422,736.00	\$59,236.00
BALANCE	-\$198,572.00	\$16,609.00



GROWTH & INNOVATION



[Table of Content](#)

Agency Growth & Development

Over the past year, 43 new employees joined our team, and we are excited to work alongside them.

Our incredible team continues to work towards furthering their knowledge, education and certifications through the Behavior Analyst Certification Board (BACB). Throughout the year 9 more employees achieved their Registered Behaviour Technician certification, and 4 more became Board Certified Behaviour Analysts.

Onboarding New Employees

The Training Coordination Team, created as part of an OAP Workforce Capacity Grant, has done an incredible job onboarding new employees at LRCSS. The team has been an integral part of LRCSS' onboarding success. Not only did they assist in the onboarding of 36 new employees, but the training team also developed and implemented the following:



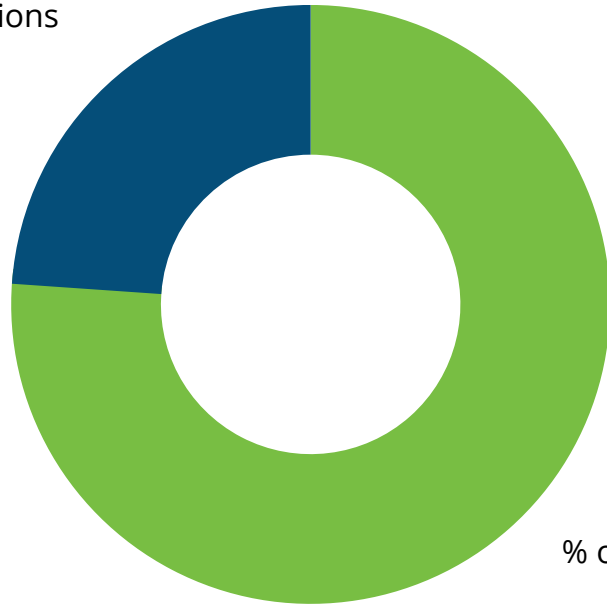
- Employee Orientation Packages for all new employees
- Created and managed employee schedules to facilitate learning opportunities
- Supported employees with training, observation opportunities and program development
- Observed employees providing therapeutic services and provided feedback
- Developed employee goals; supported employee allocation based on an assessment of strengths, goals, and areas of improvement
- Disseminated the goals of the Training Coordination program across the agency

In addition to prioritizing the new hires within the Entry to School Program, they also:

- Facilitated and supported 22 student placements to disseminate knowledge and practice of Applied Behavioural Analysis
- And oversaw the expansion and implementation of 7- RBT internships across the agency

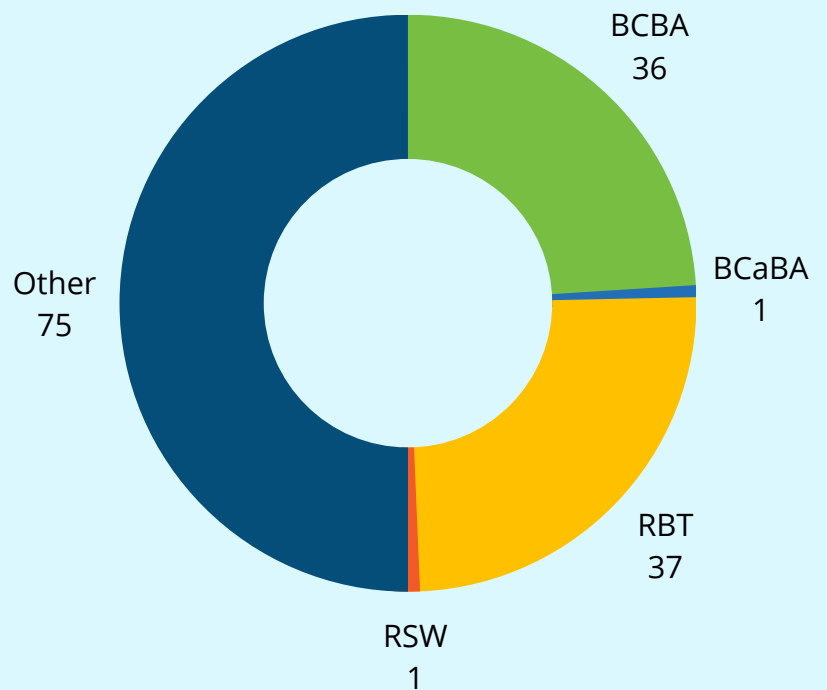
Count of Staff Change

% of Promotions
23.9%



% of New Hires
76.1%

Employee Certification



LIST OF EMPLOYEES TO RECOGNIZE

New certifications achieved over the past year!

BCBA	RBT
Katrina Zealand Jessica Lyall Leslie Bosman Carly Farrugia	Sanjitha Kugan Olivia Findlay Jessica Herley Simon Bégin Shevya Stewart Sefra Schiafone Carissa Dickinson Shagini Thevakumar Alicia Montrait

Internship

Our internship program was developed in March of 2021, and we have just embarked on our third year of interns. The role of the internship program is to provide ongoing training to develop staff competencies so that these individuals are able to grow into strong skilled clinicians.

During the 2022-2023 fiscal year, two interns successfully graduated from the internship program, moving into Behaviour Consultant roles. Both clinicians have since accrued required hours and been accepted to write their BCBA exams.



Congratulations to Samantha Chiodi and Jeff La Frenais.



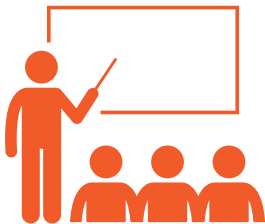
Employee Training

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.



11
Events

First Aid/CPR Training Sessions (Total of 17 First Aid Training Days)
71 employees certified this fiscal year



SMG Training Sessions (Safe Management Group)
43 employees received "Crisis Intervention Training Developmental - Initial Training - Includes Children's Program"
91 employees received "Crisis Intervention Training Developmental - Refresher Training - Includes Children's Program"
134 employees trained in SMG this fiscal year in Total



187

Number of Employee Professional Development Training Events Attended



3,172
hours

Total hours of Employee Professional Development Training



69

Professional Development Training Events Presented



565
hours

Total hours of Employee Professional Development Training

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 15 continuing education events and issued 400 certificates to participants.





15

Events hosted



400

Certificates awarded

LinkedIn Learning

LinkedIn Learning continues to be a valuable resource for our staff's professional growth over the past year. Staff access on-demand resources based on their professional goals or select from several learning pathways that apply to all staff designed by LRCSS.



144 Employees participated



500 Courses completed



464 Hours of content



Popular Topics

Leadership, Coaching, DEB, Success in the Workplace

Stone Soup Conference



Since 2013 Lake Ridge Community Support Services has been hosting Stone Soup. What started out as an internal training initiative to bring the top clinical expertise to our team has evolved into a large virtual conference attended by clinicians all across North America and as far away as Australia.

The shift to virtual in 2020 opened the door to completely re-imagine this event as not only an opportunity to align with our value of growth for our staff but a key part of our fundraising platform and raising money for the #ABAforAll Campaign. Since then the event has grown exponentially. 2022 was our most successful event to date and we hope to continue to build on our success in 2023.



548 Attendees



520 App Downloads



1,385.5 BACB CEUs Issued



**\$25,783.01 Contributed to the
#ABAforAll Campaign**

Research & Grants



Ontario Trillium Fund Grow Grant -Facing Your Fears

The Ontario Trillium Fund Grow Grant has provided us with the opportunity to offer a free cognitive behaviour therapy (CBT) group named 'Facing Your Fears' (FYF) to children and adolescents from ages 8 to 12 diagnosed with Autism Spectrum Disorder (ASD). This group can provide children and youth with coping skills to regulate their anxiety-related emotions.

- We provided service to 62 families
- During April 2022-April 2023, 41 families started and or finished the group
- We are now in the final year of the grant and have already provided the Group Program to more families than we set out to originally with the Trillium Grow Grant.



Caregiver feedback about the FYF Group

Parents reported the most useful or valuable elements of the FYF Group Curriculum to them and their child were:

- The steps to success
- Learning different strategies and brainstorming some suggestions on dealing with anxiety and fears for my child
- Learning new language
- The terminology and steps to success and learning how to break down the situation when it comes up to be successful in moving forward positively

Positive feedback about the FYF group overall:

- I liked the small group setting as not too over where the children and it was easier to participate. I know it was online at this time, but doing some role playing with the children may help vs the video examples

This was a great way to reinforce similar learning from other programs as well as learn some new strategies. It was very helpful to have more than one facilitator and being able to chat with them about the unique needs of my child.



This program was very helpful to my family. Especially being new to the spectrum world and connecting with other parents



I have been told by both my son's teacher as well as their club leader that this group has been so beneficial for him as he is more confident to participate in group settings when he would have shut down before.



- The program itself is really helpful even if it was done online. More time in exposures to fear will definitely help the kids more.
- I found learning about different coping strategies and breaking down the steps to success really useful in giving me the tools to help my child face his fear.
- Great program.
- I personally benefit from this program and so is my child. I am hoping my son gets to participate in programs like this more.
- I found the program to be engaging and informative. It was good to have three facilitators to obtain different perspectives. The steps to success have been most useful for us as it clearly sets out what needs to be achieved, having the steps written down provides a visual goal which I believe is very useful.
- The facilitator's were knowledgeable and the program was easy to follow.



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



AGENCY HIGHLIGHTS



[Table of Content](#)

Recognizing Our Employees

James (Jim) Reaume Award

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.

Scott Wildman joined the Lake Ridge team in 2005. He has several years of experience, knowledge and expertise delivering ABA services to children, youth and adults with varying diagnoses across various areas and goals, including but not limited to sexuality, anger management, emotional regulation and skill teaching.

Teammates seek out Scott's skills for his expertise in many different areas. His strengths lie not just in his clinical skills but also in his ability to consult with different mediators, clients and agencies. Comprehensive behaviour plans are completed with individualized treatment recommendations. Scott has collaborated on safety and treatment plans with medical professionals and always gains input from those supporting the individual receiving services.

Scott is an asset when supporting complex cases for individuals at risk where multiple agencies and services are involved, such as risk from losing housing placement to preventing them from entering the justice system. He is highly sought out by his peers to provide mentorship on sexual health education and how to conduct sexual health assessments and is currently participating in the development of a new service offering of a specialized sexuality clinic.

Scott also wears multiple hats, from clinical work to leading training and re-certification to all agency employees for First Aid and CPR and is the health and safety lead for our agency.

Congratulations Scott!!



Culture & Spirit Award

The Culture and Spirit Award was created in 2018 to recognize an employee who embodies and consistently demonstrates 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.

Val Madden was the recipient of the Culture and Spirit Award 2022. She is the person who always reminds everyone around them that they are doing a great job and overall has an amazing attitude. She is always smiling and happy to help with any employee questions.

Val always makes time for employees and offers an open-door policy regarding questions within the agency. If she doesn't know the answer, she will take the time to find the information to give an informative response.

Val is a part of multiple committees that bring opportunity to the employees at Lake Ridge. She is always willing to lend a helping hand and often commits her time and energy to put her best into processes, policies, and events for employees. She is someone you can always go to when bouncing ideas off or needing direction or guidance, and she always has a positive attitude.

Val always follows through with anything she helps out with. She goes the extra mile to ensure that processes are consistent and thorough, and easily understood. Val is always innovative and forward-thinking! She is consistently using social media as a platform to spread awareness of the agency and is an amazing team player.

Lastly, through being on various committees, including the DEB committee, Val ensures a culture of equality and inclusion. She promotes innovative ideas from an administrative and human resources lens which has brought the Agency leaps and bounds ahead to ensure a smoother, easier, and more efficient process for everyone involved.

Congratulations Val!!



Shout Out Awards

Shout Out Awards are given monthly and each recipient is someone nominated by their colleagues. The Shout Out Awards is one of many ways Lake Ridge staff inspire, encourage and support one another to strive for excellence every day.



Sefra Schiafone	April
Zach Souch	
Thalia Lim Sang	
Karen LaHay	May
Colleen Kamiya	
Sam Chiodi	June
Simone Bégin	
Robina Arulrajah	
Emma Pitcher	July
Mariah Deboulet	
Anitta Dale	
Sarah Reid	
Aditi Nair	August
Elisabeth Cutler	
Tarisha Singh	
Nicole Todes	September
Nivetha Naveenthirarajah	
Elycia Aviles	
Alicia Montrait	
Meghan Petch	October
Janine Charron	
Chanel Silimanis	
Bronwyn Meech	
Jenn Kendry	January
Shevya Stewart	
Courtney Loomis	
Katey Danaher	February
Katrina Zealand	
Christina Sanford	
Shelley Qui	March
Claire Gallagher	
Christine Baker	
Louna Trak	



Length of Service



30 Years	15 Years	10 Years	5 Years
Karen Chartier	Natalie Driscoll Ujeeta Mistry Jennifer Kendry	Tarisha Singh	Brittany McMacken Carly Farrugia Christina Sanford Erin Morrison Krista Sickinger Sasha Jansz Taylor Sellenkowitsch Jessica Lyall



Committees

Diversity, Equity & Belonging

The committee's purpose is to advise and make recommendations to help ensure that Lake Ridge Community Support Services applies a diversity, equity and belonging lens to its policies, services and programs, collaborating with and amplifying the voices of diverse perspectives. The committee's objectives are to provide a forum for support, affirmation, communication and collaboration related to equity, diversity and belonging where all employees and service recipients feel a sense of inclusion. This will be done through active engagement with community organizations and stakeholders, particularly those from marginalized groups and the neurodivergent community. This past year we provided many educational initiatives to our staff to increase their awareness of the diverse cultural needs of our community, organization and the clients we serve. We also invested in the purchasing of culturally diverse program materials for our team to use. We also have made an ongoing commitment to working collaboratively with our clients and caregivers to ensure that their voices are heard during their client experience to ensure a sense of inclusion in the services they receive from us.

Health and Wellness Committee

The purpose of this committee is to improve the overall health of the agency and the mental and physical well-being of the employees through engagement and initiatives. It is the vision of the organization to work towards creating a healthier work environment that allows and encourages employees to reach their individual health and well-being goals. This past year the committee sponsored many initiatives for employees, including the 100 Hours of Outside Challenge, Journaling Coffee and Reflection, and Health and Wellness Bingo.





Fundraising

Our ABA for All Campaign continues to generate revenue from a variety of sources:

- Our Mother's Day Cookie Event raised \$540
- Our first Annual Golf Tournament raised just over \$10,000
- We have also received monetary donations from:
 - Meridian \$1000
 - Whitby Sunrise \$1000
 - Ontario Power Generation \$2000
 - Paradigm Transport Solutions Sponsorship \$7500

We are thrilled to share that we will be hosting our Annual Autism Fair once again. This year it will be held on May 13, 2023.

Event	Date	Amount Raised
Mother's Day Cookie Sale	18-Apr-22 to 5-May-22	\$540.00
2022 Golf Tournament	16-Sep-22	\$10,000.00
2022 Stone Soup Conference	21-Oct-22	\$25,783.01
Corporate Donations	2022-23	\$11,500.00



Social Committee

It has been an exciting and thrilling year when not only did we have one event but two in person! The Social Committee held a summer Employee Appreciation Event at Woodview Community Centre. And our delicious meal was served by Stuttering John's Food Truck. Our employees enjoyed an afternoon in the sun and competed against each other in Escape Room-like challenges! For our Holiday luncheon and awards handout, we enjoyed the afternoon at the Ajax convention center, where we were entertained by the Cool Magician Ray Anderson, who had us laughing and hypnotized with his skill and talent. From both events combined, we raised just over a thousand dollars to Feed the Need in Durham!



Operations



Privacy

This year's focus was to support our clients to engage in self-advocacy. At Lake Ridge Community Support Services, we strive to implement assent-based interventions with all our clients. Assent is the willingness and/or agreement of someone who cannot give informed consent to participate or engage with a program, treatment plan, process, or action. The Agency has developed a working group of dedicated employees alongside the Privacy Officer and Ethics Coordinator to establish consent/assent best practices and processes. This working group has developed objectives and action items in the following areas: Education on consent/assent/ethics, documentation review and updates, policy and procedure review and resource development for employees, clients and caregivers. This working group will be looking to provide more in-depth training on consent and assent in the near future.

Lake Ridge Community Support Services is dedicated to continuing to incorporate current privacy legislation and BACB Code of Ethics into our service so that we can empower our clients to choose to engage in services that are inclusive and individualized.



Cyber Security

In 2023, cybersecurity remains a critical focus at LRCSS as we adapt to the evolving needs of our community. With the resumption of in-person services, our team members now connect to our systems from diverse locations, introducing new complexities to our security landscape. To navigate this transition confidently, we have strategically increased our adoption of Chromebooks as our primary computing devices. Our progress has been substantial, with 84% of our devices currently being Chromebooks. We aim to increase this figure to between 92% and 95% by the end of the next fiscal year. These devices provide built-in encryption, multi-factor authentication, and seamless integration with Google Workspace, ensuring a robust level of digital security.

Expanding our Chromebook usage significantly enhances our security capabilities, as they are specifically designed to resist malware and phishing attacks. Chromebooks utilize sandboxing techniques, which isolate each application and prevent malicious code from spreading across the system. In addition, automatic updates and continuous feature development ensure that Chromebooks stay up to date with the latest security patches and enhancements.

Furthermore, our adoption of Google Workspace and Drive further strengthens our defences. Leveraging AI capabilities, Google Workspace actively detects threats, helping to identify and prevent potential security breaches. It also provides robust data loss prevention mechanisms and enforces advanced access controls, ensuring our confidential information remains protected.

Together, these integrated security features of Chromebooks and Google Workspace enable us to maintain a high level of protection against malware, phishing, and other security risks, bolstering the security of our digital infrastructure and safeguarding our valuable data.

However, we remain proactive in addressing the increasing use of AI for more sophisticated phishing, vishing, and ransomware attacks. As a response, we prioritize keeping our team well-informed and equipped to actively contribute to protecting our digital assets.

At LRCSS, we firmly believe that cybersecurity is a shared commitment across our entire organization, not limited to the IT department. By fostering a culture of security awareness and empowering every team member to play an active role in safeguarding our clients' data, we fortify our defences against potential threats. Through our focused security approach and strategic implementation of secure technologies, we are well-prepared to meet the cybersecurity challenges of 2023 and ensure the safety and security of our client's valuable data.

Social Media

This past year we continued to use our web presence to generate engagement and program participation with our clients and their families. Additionally we leveraged social media to drive participation in events and fundraising activities like the Stone Soup Conference.

We continue to to grow our presence online and leverage social media as a powerful tool to connect with our community.



61,605

Facebook Reach



1,780

Facebook Followers



25,605

Instagram Reach



386

Instagram Followers



9,400

Twitter Impressions



310

Twitter Followers



31,730

Ircss.com impressions



37,700

Google Ad Impressions

*Sources: Meta Business Suite, Twitter, Google Analytics, Google Ads

Brokerage



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

SYG successfully returned to full capacity as well as their pre-COVID-19 programs and routines. The virtual day program continued to be a success. This program is utilized by the day program members on their off days and the recreation members who do not currently attend in-person programming. Attendance and interest remain high for the virtual program. Day program members and employees can successfully transition to a virtual program during any unexpected closures.

SYG continued to have 28 members (7 full-time, 21 part-time). SYG was able to accept 5 new members for the day program as 5 members decided to move on either due to health issues or other opportunities. The day program currently has a waitlist of 14 individuals interested in specific days and/or who are waiting to graduate high school to join. This number decreased over the last fiscal year as a day program spaces became available and were accepted by individuals on the waitlist.

The day program has four full-time employees, two part-time virtual employees and eight on-call employees who ensure that SYG provides outstanding support for all members. The programs are creative and innovative while modified to meet the varying needs of members.

In January 2023, the kitchen received a much-needed renovation. The renovation consisted of an update as well as an increase in size. As a result, the day program expanded cooking and baking programs which have assisted members in developing important life skills.

The Ministry of Children, Community and Social Service (MCCSS) annually fund \$71,238.42 to offset the cost of \$189,402.76 to operate the day program and the balance is paid through member fees. Over the 2022-2023 fiscal year, MCCSS provided additional financial support of \$21,724.76 to offset the additional costs of COVID-19 and virtual programming.

Durham Staff Training Committee

LRCSS also brokers the Durham Staff Training Committee fund. This fund enables developmental service agencies to plan and access additional training throughout the year. The training committee continued to adapt and organize many virtual training events to support learning and development for all staff across the sector. Some training was also offered in person, where appropriate. Topics offered over the past year included mental wellness, skill development for challenging behaviour, housing navigation, diversity, person-directed planning, and, again, training for a deeper understanding of psychotropic medications and their impact. Over the past fiscal year, 381 Durham Region staff received training through MCCSS funding of \$40,000.

Partnerships & Collaboration





[Back to the Top](#)