



# Lake Ridge

COMMUNITY SUPPORT SERVICES

## 2019-2020 ANNUAL REPORT



Individualized, Quality,  
Behavioural Services



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April 1, 2019 to March 31, 2020

# MISSION STATEMENT

We use evidence based individualized behaviour therapy services to help children, youth and adults with intellectual disabilities and autism spectrum disorder to maximize their potential in the community.



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INTRODUCTION | Annual Report 2018-19

Individualized, Quality, Behavioural Services

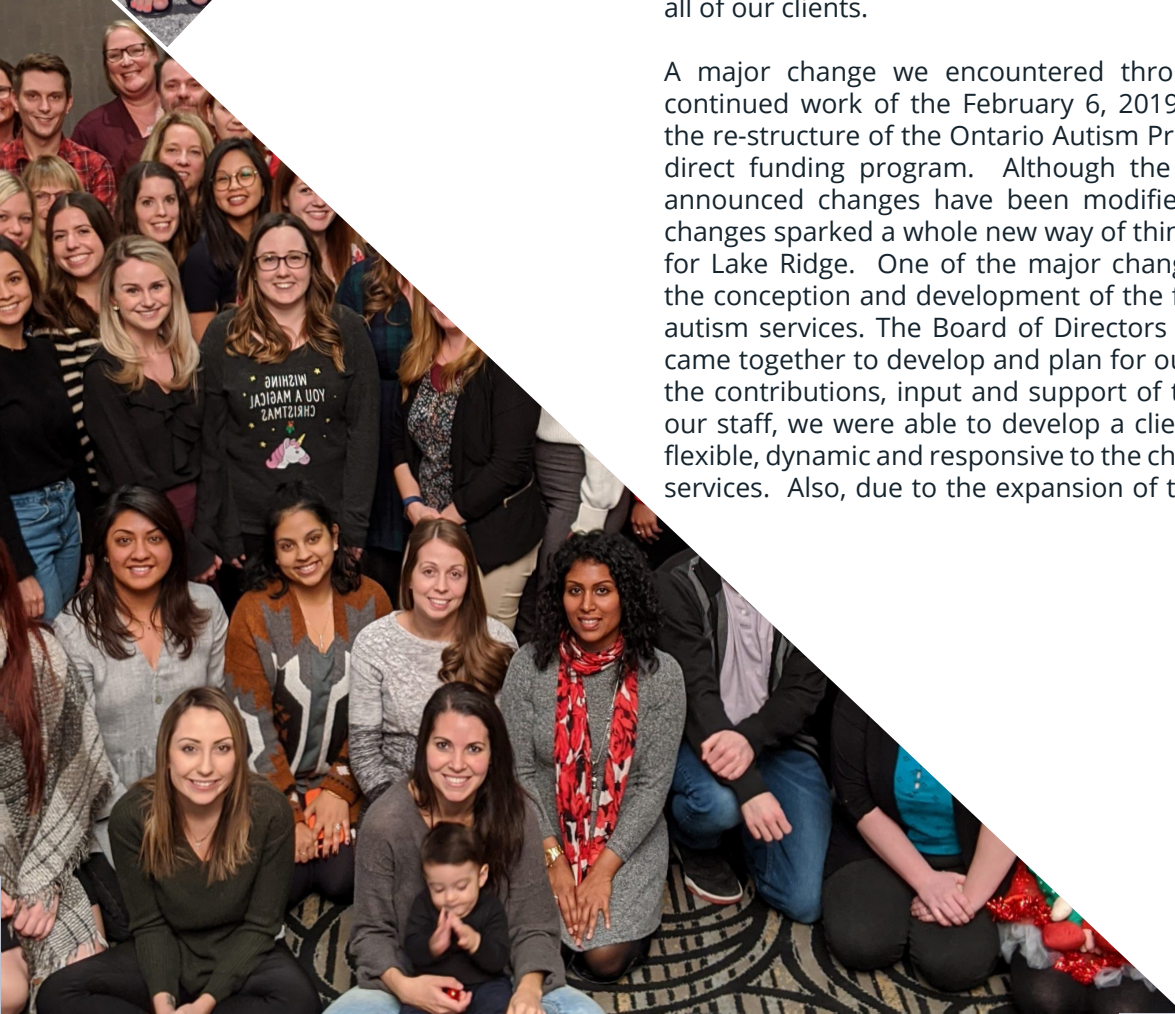


*Sandie Hoskin*

## Message from the **EXECUTIVE DIRECTOR**

The 2019/2020 fiscal year proved to be a very eventful year. Our staff and Board of Directors continued to be our cornerstone of success and innovation. Their dedication, creativity and commitment assisted Lake Ridge through the changes and challenges of the year, all while providing continued individualized, quality, behavioural services for all of our clients.

A major change we encountered throughout the year was the continued work of the February 6, 2019 announcement regarding the re-structure of the Ontario Autism Program (OAP) to a complete direct funding program. Although the ministry's position of the announced changes have been modified over the past year, the changes sparked a whole new way of thinking about service delivery for Lake Ridge. One of the major changes that occurred involved the conception and development of the fee for service program for autism services. The Board of Directors and staff of Lake Ridge all came together to develop and plan for our change in services. With the contributions, input and support of the Board of Directors and our staff, we were able to develop a client-centred program that is flexible, dynamic and responsive to the changing landscape of autism services. Also, due to the expansion of the fee for service program





for autism services, Lake Ridge was also able to offer fee for service programs for adults with autism, as well as children and adults with intellectual disabilities. The changes to autism services in Ontario continue to occur into the 2020/2021 fiscal year.

As an Agency, Lake Ridge has demonstrated its ability to be nimble and responsive to an unknown and continuously changing landscape. Throughout the year, we continued to evaluate all of our services, develop efficiencies and ways to improve what we have to offer our clients. New caregiver training workshops were developed, new social skills groups, as well as new online information sharing through our website and social media sources. A new website was launched in the fall of 2019, as well as an increase in our social media presence. We have further expanded our ability to reach more clients and families in Durham Region and beyond.

Words cannot express the immense impact and support our Board of Directors and staff have had on the growth and development of our Agency. Their continued efforts, ideas, creativity and support for the clients we support and the services we offer have been helpful in allowing our Agency to grow and expand its service offerings.

Over the past year we did experience a higher than usual turnover of our clinical staff. We wish all the staff who have moved on to other opportunities all the best in their future endeavours. While we lost some staff over the year, we also hired many new staff and created some new positions throughout the Agency. As well, many of our staff continued furthering their education in the field of Applied Behaviour Analysis and worked towards their certifications through the Behaviour Analyst Certification Board. We are very proud and supportive of our staff who are working towards and who have achieved the goals they set out for themselves.

Our fiscal year ended in a way we never predicted or expected. In March of 2020, COVID-19 impacted a 'state of emergency' situation across Ontario. The province, country and the world was brought to a grinding halt to try and stop the spread and impact of this virus. The direct impact at Lake Ridge occurred on March 15, 2020 when, as an Agency, we decided to cease all in-person services to do our part to support the health and safety of our staff and clients. Again,

our dedicated and supportive Board of Directors and team of incredible staff stepped up and helped make this abrupt change in service happen very smoothly. The Agency, with support of the Board of Directors and staff, quickly moved to a telehealth format of service. In the beginning current clients and caregivers were immediately connected with and offered service via telephone. We then quickly moved to being able to offer virtual services to clients and caregivers on a case by case basis, as deemed appropriate for each individual situation. Our Agency was well positioned with the new website and social media platforms to update current and future clients as well as the Information Technology infrastructure that was in place. Our staff quickly had access to the technology and software required to immediately move to working remotely and still being available for all clients. Our management team quickly developed support and training for our staff to offer telehealth services with privacy and efficiency in mind. At the end of March 2020 we continued service in this format.

It has been a busy and eventful year. Our staff and Board of Directors continue to stand strong and united to offer the best service we can for our clients, caregivers and partners. We continue to move forward and face the impacts of COVID-19 as well as the evolving OAP program in a positive and creative manner.

As we look back over the year of accomplishments and successes, we also look forward to new opportunities to continue working with our current ministry and agency partners, as well as new opportunities to continue to offer supportive and innovative services in our community. For all of us at Lake Ridge Community Support Services our mission statement remains true: to see that every individual has the opportunity to reach their own unique potential and to help them achieve a better-sustained quality of life.



SANDIE HOSKIN

*Executive Director*

# PROGRAMS



Karen Chartier  
Clinical Director, CBT and  
OAP

## COMMUNITY BEHAVIOUR THERAPY PROGRAM

Our services are funded by the Ministry of Children, Community and Social Services (MCCSS). The team provides services to children, youth and adults with an intellectual disability (ID) or autism spectrum disorder (ASD). This service is offered in the form of individual treatment, group education and short term consultation services. This past year we have seen an increase in our waitlist for adult services. As we head into the next fiscal year, our goal is to be able to increase our service capacity and decrease our wait times for services by developing and revising processes, and strengthening our relationships with our funded partner agencies.

61 children  
and youth  
with intellectual  
disabilities  
served

979  
total  
sessions  
with  
clients

167 Total  
number of  
children, youth  
and adults  
waiting for  
service

Current wait  
time for  
services: 1.5  
years

167 new  
referrals for  
children, youth  
and adults

7 Adult  
Education  
Groups

260  
adult  
clients  
served

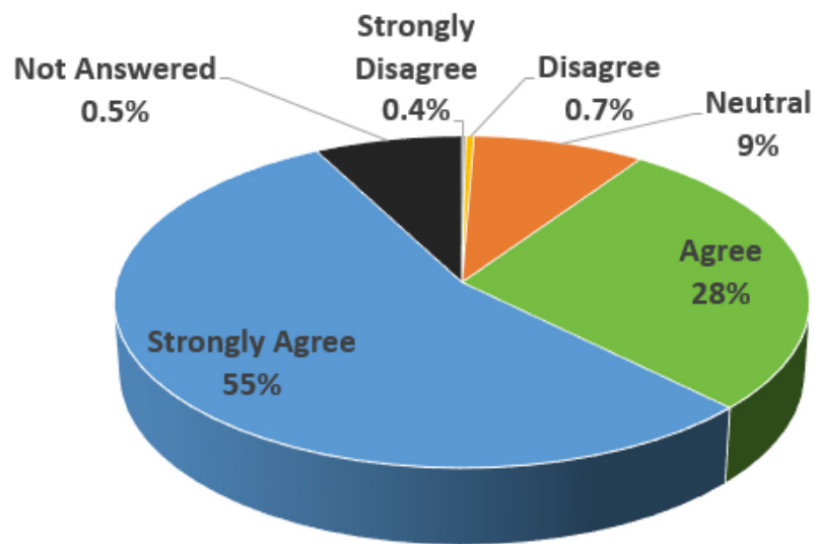
# SATISFACTION SURVEY RESULTS

Client and caregiver satisfaction is important to us. The feedback we seek informs improvements in our service delivery to produce better client outcomes. This past year we received 32 satisfaction surveys for our funded services. Here is what the results had to say:

- 81 % of respondents agreed or strongly agreed that they felt their treatment goals were achieved as a results of their service
- 91% of respondents agreed or strongly that they felt the service they received was helpful
- 94% of respondents agreed or strongly agreed that their clinician was thorough and competent

In addition we received 26 satisfaction surveys for our fee for service program. Here is what the results had to say:

- 92% of respondents agreed or strongly agreed that they learned strategies that they could use on their own
- 100% of respondents agreed or strongly agreed that they felt the service they received was helpful
- 100% of respondents agreed or strongly agreed that their clinician was thorough and competent



Lake Ridge Community Support Services  
Satisfaction Survey Results 2019-20





## COMPLEX NEEDS COLLABORATIVE SERVICE PARTNERSHIP

Through funding received from the Ministry of Children, Community and Social Services (MCCSS), Lake Ridge, in partnership with Resources for Exceptional Children and Youth; Frontenac Youth Services and Lakeridge Health Corporation - Child, Youth and Family Program committed to pilot the “Complex Needs Collaborative Service Partnership”.

This partnership leverages the expertise of each agency in order to identify a cohort of children/youth and their families to participate in the services offered through this partnership.

## ABA TREATMENT CLASSROOM

Lake Ridge provides clinical services to 2 treatment classrooms, with 8 students in total. These programs are delivered in partnership between Lake Ridge Community Support Services, the Durham District School Board (DDSB) and Grove School. The purpose of these programs are to enhance resources to students with autism spectrum disorder by

providing a specialized assessment, treatment, and educational option utilizing the principles of Applied Behaviour Analysis.





Krista Sickinger & Val Longauer

*Each month co-workers to nominate "Shout Out" Awards, recognizing each other for something great and/or notable they have done within the month.*



Grace Hoskin



Nadia Dakwar



Kate Dessailly & Leslie Bosman



Kendall Cameron



Janique Pink



Carly Farrugia



Ashley Hacker



Jessica Lyall



# ONTARIO AUTISM PROGRAM (OAP)

2019-2020 has been a year of political announcements and proposals for the Ontario Autism Program (OAP). On February 6, 2019 MCCSS unveiled expansive changes to the Ontario Autism Program. Then, in July of 2019, the Ministry announced that a needs-based Autism Service would be created. Over the summer months, MCCSS created an Autism Advisory Panel who met to develop a set of recommendations for the Ministry regarding the OAP. The panel created a report that was released on October 30, 2019; it emphasized a future focus on the following priority pathways: Early Intervention, Mental Health Services and Urgent Response Services. On December 17, MCCSS announced the Government of Ontario's endorsement of key recommendations in the OAP Advisory Panel Report.

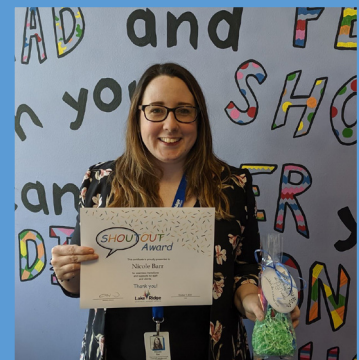
This past year has been a year of change in the Ontario Autism Program (OAP) at Lake Ridge Community Support Services as MCCSS continues to work on a needs-based OAP program. In Durham, many families made an informed choice to end their behavioural services to apply for the Childhood Budget program. As a result several families left our OAP behavioural services. Across the fiscal year there was an 85% decrease in children served in this program.

*Each month co-workers to nominate "Shout Out" Awards, recognizing each other for something great and/or notable they have done within the month.*

Eleanor Gibson & Mikaela Charlebois



Scott Wildman



Nicole Barr



# ONTARIO AUTISM PROGRAM INTENSIVE (OAP-I)



Renee Ruddock  
Clinical Director, OAP-I

The intensive portion of the OAP continues to be funded by the Ministry of Children, Community and Social Services (MCCSS). We offer this service in partnership with Kinark Child and Family Services throughout Durham Region for children up to the age of 18. The intensive portion of OAP, commonly referred to as OAP-I, is a highly structured program based on the principles of Applied Behaviour Analysis (ABA). This program operates Monday through Friday and is a comprehensive approach used to decrease behaviour challenges and teach skills such as emotional regulation, communication, socialization, self-help, pre-academics and play. Although no changes occurred with our current

clients' day to day service, their potential future services continually took on different forms as the year progressed. During this charged political climate of discussion and promised change for the OAP, we have maintained our partnership with Kinark and serviced 63 children in our OAP-Intensive and Focused Programs. We have also proudly provided intensive service for 5 Fee for Service clients. As we move through the transition of the OAP, these clients have remained the same. Some clients transitioned back to their home schools, our classrooms and our focused program. Our lower client number led us to close 2 of our center locations. The transition from 6 locations to 4, was done without any loss of jobs and we continued to maintain our individualized, quality service.

Over  
**1,100**  
reports were  
written in  
the 2019-20  
fiscal year

**800+**  
CBT/FFS  
Reports

**300+**  
OAP-1  
Reports



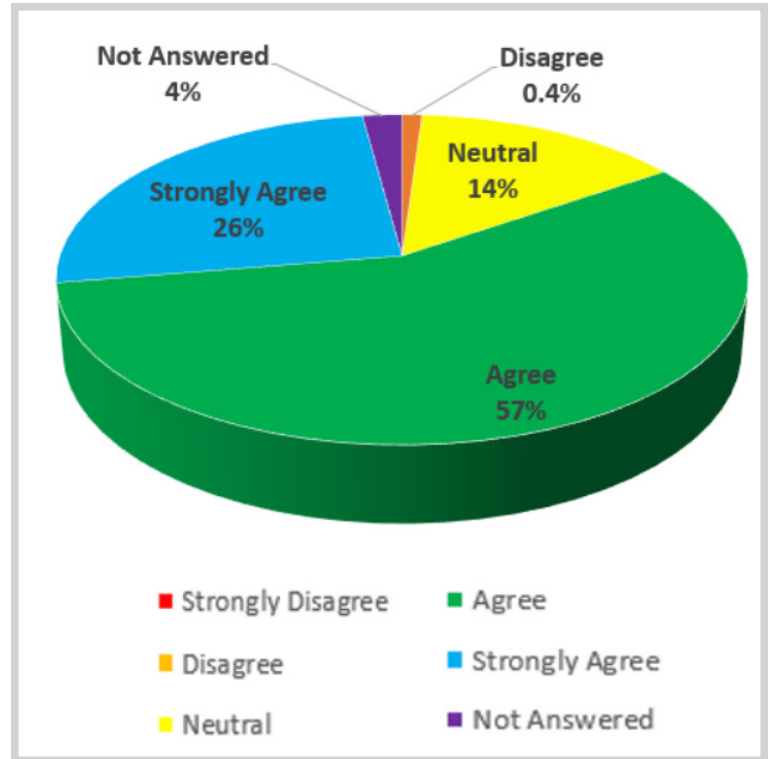
Marketplace  
vendors

November 17,  
2019

# FEE FOR SERVICE PROGRAM

Lake Ridge Community Support Services continued to offer a range of behaviour therapy services to assist children, youth and adults, with a diagnosis of intellectual disability or autism spectrum disorder (ASD) to improve their social awareness and develop alternatives for challenging behaviour using the principles of Applied Behaviour Analysis (ABA). In these programs, treatment goals are collaboratively established with individuals and/or their caregivers to promote growth, independence, and an improved quality of life. Our trained clinicians conduct functional assessments, develop individualized behaviour plans using evidence-based intervention strategies, and provide training to the individual's support system. All services are supervised by a Board Certified Behaviour Analyst® (BCBA®). Consultation from a Clinical Psychologist is available as needed.

2019-20 Fee for Service Client Satisfaction Survey Results



113 clients served 38 adult & 75 children/youth

30 clients on waitlist due to COVID-19

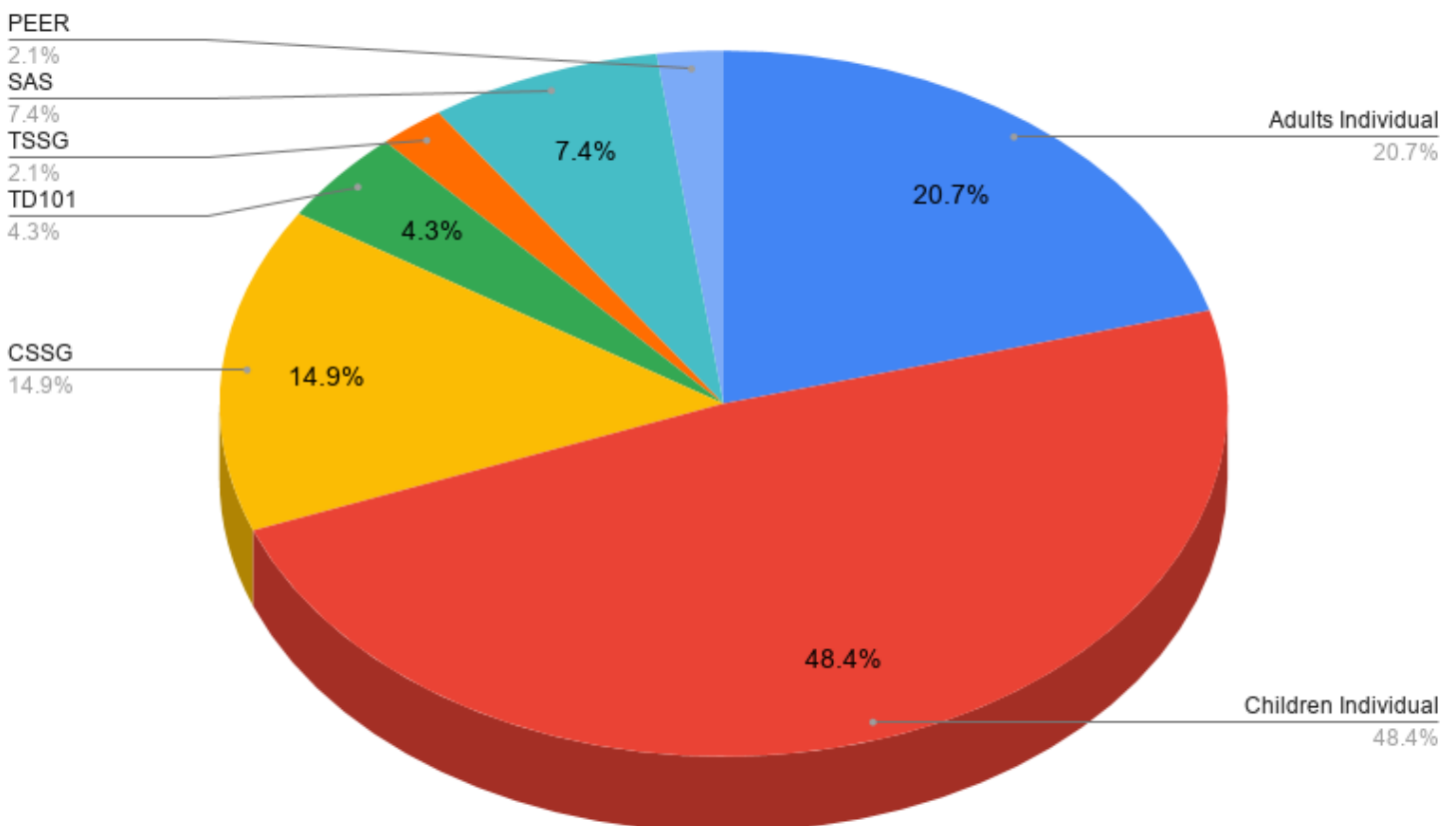
188 initial assessments completed 39 adult & 149 children/youth



This past year we saw an increase in the number of clients looking for fee for service options. We offer complimentary initial assessments to get to know the treatment needs of children and caregivers so we can offer them an individualized service that best meets their needs. With the changes to the Ontario Autism Program and opening our doors to a fee for service option to the public, more people are contacting us to inquire about and utilize our services. Throughout the past year we developed and expanded our service offerings and availability. We have added more groups and created more caregiver training workshops. We continue to find ways to connect with our clients and caregivers to offer quality service in an individualized format.

## Clients served by program

Apr 2019 to Mar 2020



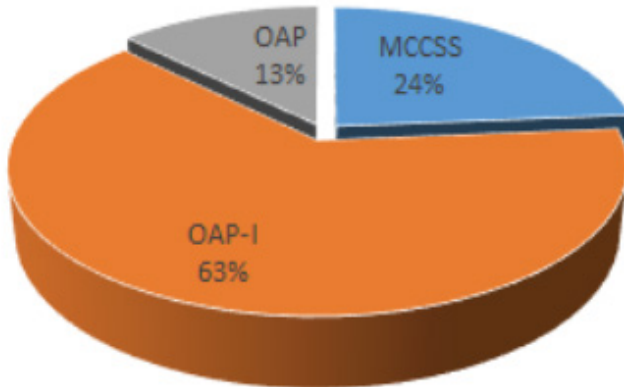


# FINANCIAL RESOURCES AND ALLOCATIONS



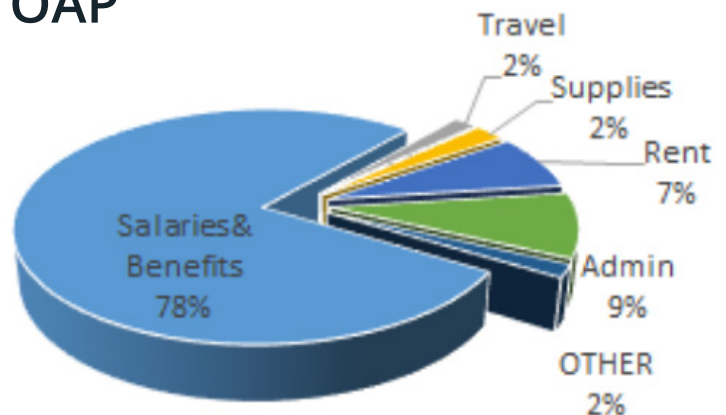
Throughout the 2019/20 fiscal year, Lake Ridge Community Support Services (LRCSS) saw adjustments in funding to the OAP program from the Ministry of Children, Community and Social Services (MCCSS) and our partners (Kinark Child and Family Service and Grandview Kids) as part of the gradual transition to the new model of service. There was also a slight increase to the MCCSS budget in adult services for stabilization funding.

## FINANCIAL SOURCES

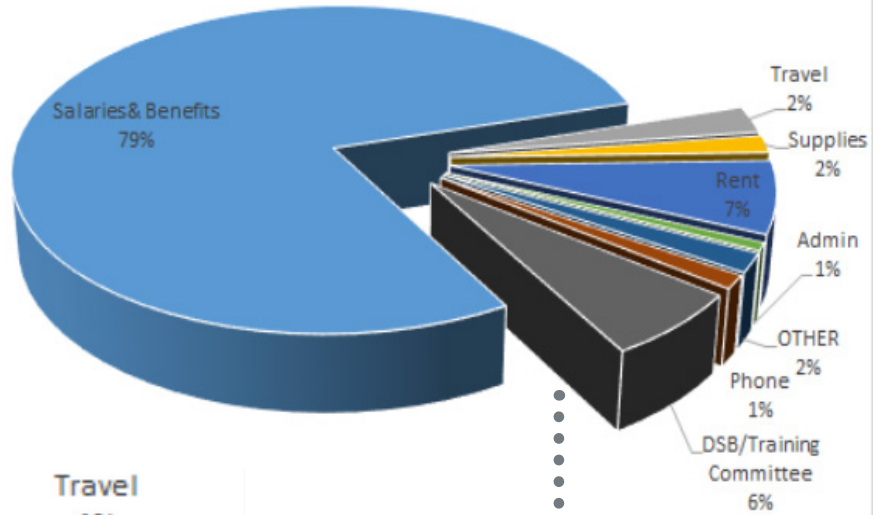


LRCSS also saw an increase to funding from MCCSS for stabilization funding. This funding applied to service programs for children, youth and adults with Intellectual Disabilities. Approximately 79% of the budget went to salaries and benefits.

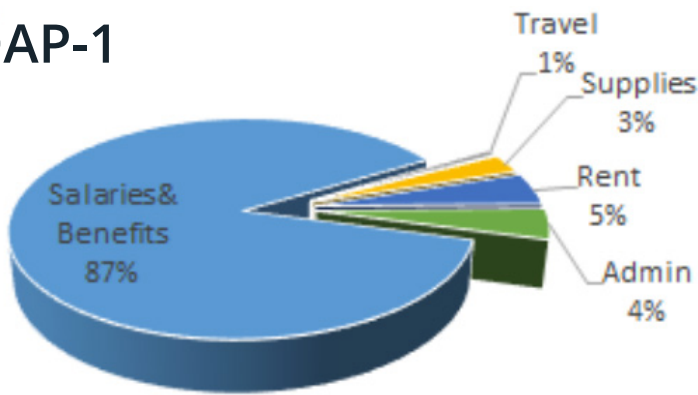
## OAP



# MCCSS/MCYS



# OAP-1



Katherine Krampert



Natalie Driscoll, Ginny Carriere & Amy Andrews

Each month co-workers to nominate "Shout Out" Awards, recognizing each other for something great and/or notable they have done within the month.



Jamie Carpenter



Cathy Stapleton



Taylor Saunders



Donna McDonald

# TRAINING AND RESEARCH



## TRAINING AND WORKSHOPS

Lake Ridge Community Support Services (LRCSS) staff attended over 370 hours of training throughout the year including presentations, conferences and webinars, related to topic areas such as:

- Sexuality
- Mental Health
- Diversity
- Acceptance and Commitment Therapy
- Management skills
- Trauma



LRCSS also presented 200 hours of training to parents, caregivers and the community through workshops and education events on a variety of topics including:

- Mental Health
- Toilet Training
- Bullying
- Ethics
- Challenging Behaviour
- Social Skills

## RESEARCH & PUBLICATIONS

In the Fall 2019 the MCCSS Research Grant concluded for the research project: Effects of Behaviour Support Plans based on the MCCSS Quality Assurance Measures and Support and Living Arrangement Variables on the Challenging Behaviour of Persons with Intellectual Disabilities. A final report was submitted to MCCSS. Key findings from this research indicate:

- The Supportive Living Arrangement Scale (SLAS) is a tool that can be used to identify the current environment of a participant. The SLAS enabled open discussions about living situations with residential teams. This tool provided detailed





Parent Training workshop topics included:

- Get Angry
- Social Skills 101
- ABA 101
- Motivation 101
- Activities of Daily Living Skills
- Introduction to Anxiety & Emotional Regulation
- Stand Up to Bullying

information about residential settings.

- Homes with limited staff turnover, more community involvement and consistent oversight from the Program Manager lead to a better managed team which resulted in consistent treatment for the participant.
- Residential settings that had higher scores on staff client interaction checklists may have higher scores on Behaviour Support Plan implementation.

We are very proud of our clinicians who had research published this past year. Their research is highlighted in the following publications:

Busch, L., Zonneveld, K., Saini, V., Chartier, K., Leathen, N., Asaro, M., & Feltz, N. (2020, January 27). The More We Get Together: Communities of Practice for Behaviour Analysts. Canadian Journal of Behavioural Science

Chartier, K., McGowan, N., Ng, O., Makela, T., Legree, M., Feldman, M. (2019). Impact of Legislated Quality Assurance Measures on Interventions and Challenging Behaviour in Adults with Intellectual Disabilities. Journal on Developmental Disabilities. (in press).



Jaimie Gerkes



Each month co-workers to nominate "Shout Out" Awards, recognizing each other for something great and/or notable they have done within the month.



# APPROVED CONTINUING EDUCATION (ACE)

LRCSS is an Authorized Continuing Education (ACE) provider with Behaviour Analysis Certification Board. Through this program, LRCSS is able to host a wide array of continuing education (CE) events to Behavior Analyst Certification Board® (BACB®) certificants. During the 2019-20 fiscal year, LRCSS hosted 11 CEU events.

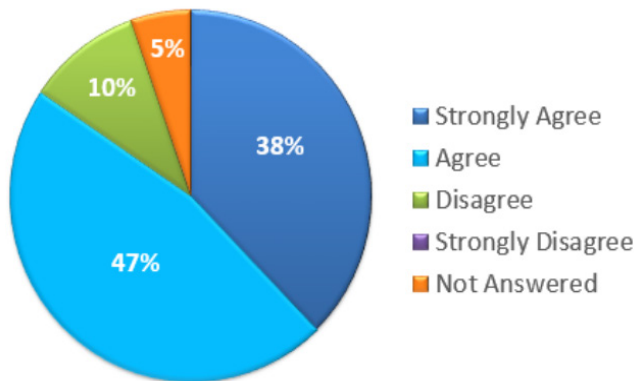


Dr. William Heward (PhD, BCBA-D) signing books for guests of the Stone Soup Conference.

## STONE SOUP CONFERENCE

The annual Stone Soup Conference was held on May 9, 2019 in Ajax. Dr William Heward presented “Helping Students with ASD Succeed in the Classroom”. 132 participants attended. Feedback from participants was positive.

### 2019 Stone Soup Satisfaction Survey Results



Below Participants at the Stone Soup Conference in 2019



Above Taylor Manuge awarded Sustainable Research Bursary Left to right Sandie Hoskin, Karen Chartier, Tanya Makela, Taylor Manuge



# FEEDBACK

## Positive Feedback:

- I loved the personal touches and stories!
- As a parent to a child diagnosed with ASD, I learned lots of strategies I can use at home and share with my son's school.
- As a parent, the material and use of videos was amazing. I took a day off work to come today and I'm glad I did!
- There were some tangible ways to frame ideas for school staff, families, other community agencies and behaviour technicians.
- Helping to change my perceptions of effective instruction (i.e. choral responding).
- Helpful for thinking about the future and selecting what skills will be the most fundamental for future quality of life.
- The techniques will be useful for increased success for students with ASD in the regular classroom.
- I enjoyed the information on "why be a behaviour analyst" because I always struggle to share this with other people who are not behaviour analysts.

## Constructive Feedback:

- Would like more practical strategies and less general discussion
- Having some time to practice some of the techniques would be helpful
- Increasing the interaction with the audience to maintain attention throughout
- Splitting up the day with different topics and speakers
- A bit more focus on applicable ideas in our daily jobs
- I do not work in school settings therefore the majority of the content was not relevant to my specific role
- I feel the content was more relevant to teachers/education professionals.

Taylor Manuge accepting a plaque for the Behaviour Change for a Sustainable World Research Award.



# BEHAVIOUR CHANGE FOR A SUSTAINABLE WORLD RESEARCH AWARD

Following the Stone Soup Education Series this year, Dr. William L. Heward graciously offered an opportunity to our employees to take their research to a new level and make an impact! This award would support the successful applicant to conduct research using behaviour analysis concepts and principles to promote sustainable practices/environmentally friendly behaviour change.

Congratulations to Taylor Manuge for the successful application and recipient of this research award. Taylor's upcoming research will focus on increasing the use of reusable hot drink thermoses, and decrease the purchase of disposable cups in an office setting.



# AGENCY HIGHLIGHTS RECOGNIZING OUR EMPLOYEES

## FUNDRAISING COMMITTEE

This was the running thought for our Fundraising Committee this year. A special shout out to Lisa Jones, Trisha Johns, Shawna Souch and Ginny Carriere for all your hard work and dedication. Our successes for 2019 included:

- Raising **\$4570** at our Annual Autism Fun Fair
- Raising **\$1000** at our Annual Market Place that was held at the Oshawa District Shrine Club
- Donating over **566 pounds of non-perishable food items** that equate to over 450 meals to Feed the Need in Durham
- **Donating 5 baskets** of items off their wishlist to the Humane Society

Being a part of our community of families is important to Lake Ridge. For the first time this year we hosted a Holiday Activity Night in Dr. Robert Thornton Public School's gymnasium. Each one of our OAP-I teams ran a table of activities. Some of the activities included cookie decorating, ornament making, colouring, a snowball throw, and many more. It was a wonderful blessing to end the year with an opportunity to share in some holiday spirit with our clients who sometimes miss out on social opportunities and outings.



Thalia Lim Sang & Alisa Geller-Obouhov



Radhaa Roopnarine

*Each month co-workers to nominate "Shout Out" Awards, recognizing each other for something great and/or notable they have done within the month.*



# BACB CERTIFICATION

All of our dedicated staff have done a tremendous job over this past year continuing to support our clients and services. They have contributed ideas and support to program changes and helped to develop efficiencies to allow us to provide service to as many clients as possible. It is important to recognize that despite the announcements and changes throughout the year, our remarkable staff continued working towards their accomplishments and receiving their certifications through the Behavior Analyst Certification Board (BACB). We had 5 staff become a Registered Behaviour Technician, 1 staff become a Board Certified Assistant Behaviour Analyst and 6 staff become a Board Certified Behaviour Analyst.

Congratulations to:

Sarah Arnold

Leslie Bosman

Taylor Manuge

Heather Redmond

Elycia Aviles

Divya Gossai

Brittany McMacken

Krista Sickinger

Nicole Barr

Karen LaHay

Babira Raveendran

Caroline Villanueva



Danielle Woodcock

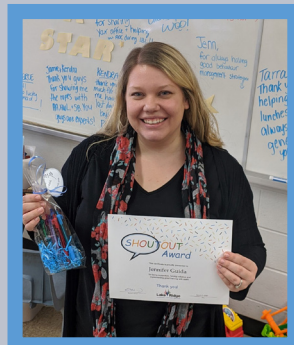


Sonja Zdjelarcic

*Each month co-workers to nominate "Shout Out" Awards, recognizing each other for something great and/or notable they have done within the month.*



Jamie Gerkes



Jenn Guida



Helen Werginz



Joanna Salvagna

## CULTURE AND SPIRIT AWARD.....



Shawna Souch (left) receiving the Culture and Spirit Award

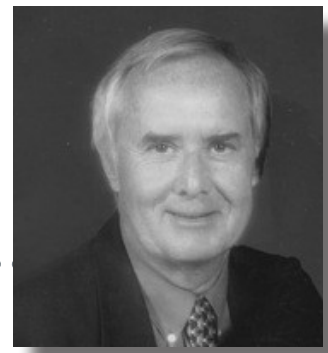
The Culture and Spirit Award was created in 2018 to recognize staff who embody and consistently demonstrate the culture and spirit of Lake Ridge Community Support Services. Some of the criteria for this award includes:

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

The 2019 recipient for the Culture and Spirit award was **Shawna Souch**. Shawna has been a Behaviour Technician with Lake Ridge for 3 years. She continually pushes to create and foster a work environment that makes coming to work every day enjoyable. Shawna encourages and engages her team in many spirit activities that happen throughout the year (e.g., door decorating, Halloween costumes, blue shirt day). She also likes to make sure her team recognizes each other's hard work and allows for everyone to shine a little spotlight on one another. Shawna is a huge contributor when it comes to participating with activities within our Agency. She is always willing to lend a helping hand on activities that occur outside of regular business hours. She doesn't hesitate to help and always has a smile on her face. Shawna was noted as someone who leaves

a lasting impression with whomever she interacts with. As part of several committees she has brought passion for promoting Lake Ridge spirit and is always a reminder of how important it is to share your enthusiasm. On a weekly basis she lifts others up by reminding them of their strengths and contributions to Lake Ridge. She can always be counted on to bring a positive perspective to any situation. Despite the unknowns of the future of the program she works in, Shawna consistently radiates a positive attitude and serves as a role model to all those who interact with her as a reminder that we do wonderful work here at Lake Ridge and can continue to do so if we remain positive and flexible. Her words of wisdom that she reliably shares are "You get what you give".

Congratulations Shawna!



*James Reaume  
Executive Director  
1986-2013*

## JAMES (JIM) REAUME AWARD

In December 2013, the Jim Reaume award was introduced at Lake Ridge Community Support Services (LRCSS). 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.

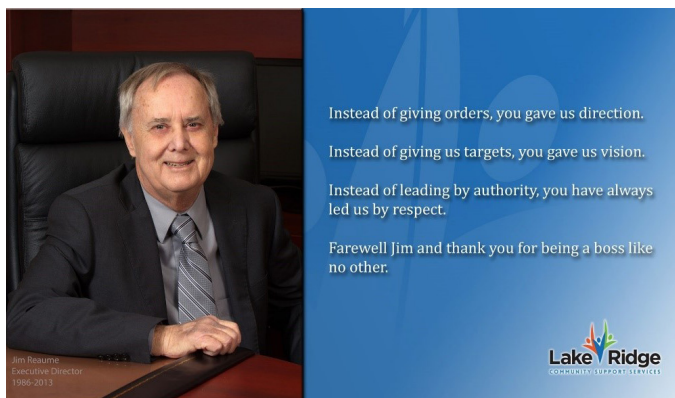
The recipient for the 2019 James Reaume Award was Eleanor Gibson. Eleanor has been with Lake Ridge for over 28 years in the role of Behaviour Consultant. She is the longest standing employee with the Agency. Eleanor is someone who provides quality services to her clients and is regularly sought out for clinical guidance. She is recognized as a leader and supports her co-workers to build their knowledge and experience with complex cases. Eleanor's Behaviour Support Plans are noted to be thorough and detailed with evidence-based strategies. She also sits on a rights review committee for a local partner agency to ensure adults with intellectual disabilities have access to appropriate services and their rights are not restricted. Eleanor has knowledge and

expertise in areas including but not limited to: sexuality, cognitive behavioral therapy (CBT), anger management, grief counselling, dual diagnosis, Acceptance and Commitment Therapy (ACT), and Adapted Dialectical Behaviour Therapy (A-DBT). She is trained in socio-sexual assessments and recently became a registered social worker.

Congratulations Eleanor!



Eleanor Gibson (middle) receiving the Jim Reaume Award





# LENGTH OF SERVICE AWARDS

Starting in 2013, each year Lake Ridge Community Support Services (LRCSS) 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:

**10 years** Ellen Spittle



**5 years**



- Adrian Dizon
- Cody Nielsen
- Cathy Stapleton
- Caroline Villanueva
- Jaimie Gerkes
- Mehr Mahmood
- Robina Arulrajah
- Sharmeela Prabakaran
- Swaleha Kanji
- Viviana Manay Quian
- Zara Khalid



Recipients recognized for their years of service at LRCSS

## AGENCY STATS

**106** EMPLOYEES

## Certifications

- 13 BCBA
- 2 BCaBA
- 15 RBT

# SHOUTOUT Award

The shout out award is a monthly award for employee recognition. The award is a chance for co-workers to nominate and recognize each other for something great and/or notable they have done within the month. It could be just about who the person is and why they are great, could be something they have done that should get recognition, could be for something they have achieved, years of service with the agency or any other reason that person deserves a 'shout out'.

This was our first full year of awards. The three directors review the nominations each month and choose staff to be recognized. The recipient receives a small token, a certificate and, if they choose, their picture shared on social media. Below are the 2019/2020 recipients.



Katherine Krampert



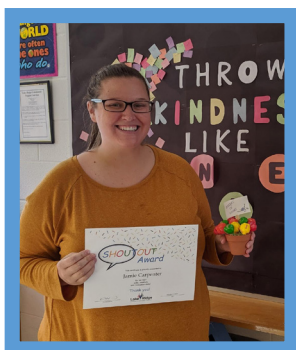
Jessica Lyall



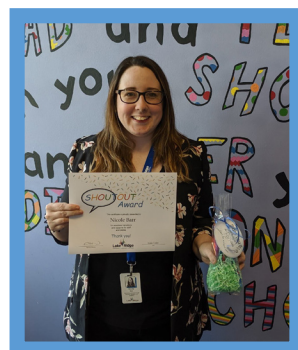
Kendall Cameron



Scott Wildman



Jamie Carpenter



Nicole Barr



Kendall Cameron



Scott Wildman

## BROKERAGE



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

SYG operated at full capacity for the year and was able to offer **3** new members a Day Program placement. The Day Program currently has a waitlist of **26** individuals interested in specific days and/or are waiting to graduate from high school to join. There are **9** individuals who currently attend at least 1 day in Day Program who are seeking additional days when they become available. SYG has many long term members, as well as newer members, who continually benefit from the life skills programming and the social inclusion they receive.

SYG continued to see an increase in interest from new members due to the continued success of attending recruitment fairs and managing incoming and new memberships for the program. The Day Program fosters friendships, promotes independence, encourages acceptance and promotes integration within the community. The staff ensure that programming has auditory, visual, kinesthetic components available for all participants while providing creative, innovative and modifying programming developed to meet the varying needs of the members. Current and long term members benefit from continuing life skills programming as well as social inclusion in friendships and involvement in the community. The total cost to run the program is **\$216,941.39**. The ministry funds **\$63,972.67** of that amount and the balance is paid through member fees.

During March 2020, the Day Program had to temporarily close due to COVID-19 concerns. However, the Day Program staff were still able to provide innovating and engaging programs to the participants via social media and other online methods.

LRCSS also brokers the Durham Staff Training Fund. This fund enables developmental service agencies to plan and access additional training throughout the year. Over the past fiscal year, 338 Durham Region staff received training through the fund.

## PARTNERSHIPS AND COLLABORATIONS





# PARTNERSHIPS AND COLLABORATIONS

Lake Ridge Community Support Services continues to partner and collaborate with many agencies to provide services and education. These partnerships allow us to continually improve services for everyone as well as to continue to engage in research opportunities to inform the future. Thank you to our community partners.



# COMMITTEE INVOLVEMENT

Lake Ridge Community Support Services continues to share our skills and expertise by participating in many committees.



## Now offering a Fee for Service model

With over **30 years experience** our qualified team uses evidence based individualized behaviour therapy services to help children, youth and adults with intellectual disabilities and autism spectrum disorder to maximize their potential in the community.




# CONTACT US

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