

Sudbury Developmental Services

Annual Report

2023-2024



Board Of Directors



Luc Valade
President



Serge Treherne
Vice President



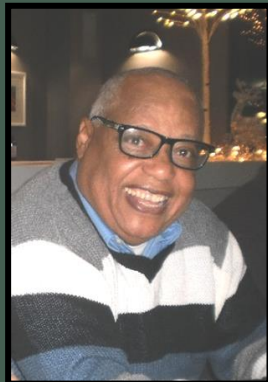
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2nd Vice-President



Jolene Felsbourg-Linton
Secretary



Mike Anderson
Treasurer



Pascal Joseph



Lynne Houle



Julia Ritchie



Our Vision

All individuals with a developmental disability will live in an accessible, inclusive community in full citizenship.

Service Principles

- **Ensure clients, families, staff and community partners actively participate in the Individual Support Plan.**
- **Advocate strongly on behalf of developmentally handicapped individuals and support those who advocate for themselves.**
- **Demonstrate accountability through affordable and effective quality services.**
- **Provide a harmonious environment beneficial to clients and staff.**
- **Encourage and support staff development and excellence.**

Our Mission

Sudbury Developmental Services is a designated bilingual community-based agency that assists individuals with developmental disabilities as they pursue their maximum potential. The individuals come first. Their needs will be met with respect, compassion, and with accountability in both official languages.

Sudbury Developmental Services shall provide individualized supports and services that foster community integration, social inclusion, and choices, while guaranteeing individual rights.

As a commitment to Truth and Reconciliation, SDS acknowledges the Robinson-Huron Treaty of 1850. We acknowledge as settlers that we reside and work on the traditional lands of the Atikameksheng Anishnawbeg and that Greater City of Sudbury also includes the traditional lands of the Wahnapiatae First Nations.



Kim Daly
Executive Director



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Corporate Executive
Assistant



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Administration



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Resources and
Development



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Director of Client Services
and Quality Assurance



Laura Chartier
Director of Clinical
Services/Program
Manager



Amanda Deni
Behaviour Management
Therapy and Well-Being
Manager



Anita Gratton
Program Manager



Ashley Martin
Program Manager



Chris Paradis
Program
Manager



Monique Godin
Program Manager



Alison Hurley
Program Manager



Karen Makinen
Program Manager



Melissa McLeod
Interim Program Manager



Wendy Giroux-Grenon
Program Manager



Heather Moxam
Program Manager



Natalie Poulin
Program Manager

Message From The Board President

This previous year marked a significant milestone for our organization—we happily commemorated our **70th Anniversary**. It was an evening brimming with joy, shared with clients, families, staff, and community stakeholders. The journey to this success was not a matter of chance; it was carved out through the unwavering dedication and collective effort of countless individuals throughout our history.

Sudbury Developmental Services began as a humble vision in **1953**, nearly **400 individuals**. This growth is not just a measure of time—it's a testament to our collective dream and the remarkable serving a mere **12 children** in the modest confines of a church basement. Now, seven decades later, thanks to the steadfast dedication, commitment, and foresight of our founding and subsequent Boards of Directors, we stand tall, providing services to strides we've made together.

As we honor our past, we also embrace the future with drive. In the fall of 2023, our directors engaged in a weekend governance training retreat, a strategic step to align with the new **Ontario Not-for-Profit Corporations Act (ONCA)**. This initiative was pivotal in modernizing our framework and setting a course for continued evolution.

Simultaneously, the Board of Directors diligently updated our corporate by-laws, infusing them with innovative approaches compliant with ONCA. In tandem, our articles of incorporation were refined to mirror our present ambitions, ensuring we remain dedicated to serving our clients and families while addressing the evolving needs of our community.

As we step into the new year, the Board of Directors is eager to develop a long-term **vision** for the future. Building on the trust and support of our members, staff, and community stakeholders, which has been instrumental to our success over the past seven decades, we are committed to evolving and enhancing our services. We look forward to their insights as we forge our path forward, ensuring that our legacy of quality service continues **to thrive**.

All the best,

Luc Valade
Board President

Executive Director's Report

Celebrating 70 years!

As we commemorated our 70th anniversary, we reflected on our journey of providing unwavering support and services to individuals with developmental disabilities. Our agency has been a beacon of hope and empowerment, fostering inclusion and enhancing the quality of life for those we support.

Preparing for the Future: Strategic Focus and Operational Excellence

Over the past year, we have been hyper-focused on preparing for the future. We have strategically aligned our efforts with the reform plans of the Ministry of Children, Community and Social Services (MCCSS), ensuring that we meet the timelines outlined in our operational plan. This alignment has enabled us to become more person-centered and directed in our services.

Key initiatives included:

- **Policy and Procedure Updates:** We are working on transitioning our paper copies to a digital format, while updating to ensure alignment with efficiency, accessibility and inclusive practices.
- **Process Optimization:** Streamlining internal processes to enhance productivity and service delivery. Focus on evaluating and measuring data within our agency that allows us to systematically assess our performance, identify areas of improvement, and ensure that our programs and initiatives are achieving their intended outcomes.
- **Embracing New Technology:** Implementing new software solutions to increase operational efficiencies.
- **Service Quality Improvement:** Enhancing our service quality to ensure inclusivity and person-centered care. Introducing outcome measures, a framework focusing on individual choice and self-determination.
- **Comprehensive Risk Assessment:** Conducting a thorough operational wide risk assessment to identify and mitigate potential challenges.

Looking Ahead with Gratitude and Determination

The agency's success, stability, and quality supports can be attributed to many dedicated people who work or volunteer for SDS. Thank you to our dedicated employees for their unwavering commitment to our agency and the people we support. Thank you to our Board of Directors, who are a group of volunteers who have dedicated their time and energy to ensuring SDS is strong and viable.

With deep appreciation for our past and a strong foundation and clear path ahead, we are ready to embrace the future together and continue our mission with passion and purpose!

Kim Daly, B. Psych. (*she/her*)

Treasurer's Financial Report

SDS continued to grow in 2023-2024. We have brought in new clients, increased growth in the WISE operations, welcomed back the 5 Way Carnival, and celebrated our 70th anniversary.

During the year we increased capacity by providing supports and services for new individuals with additional funding from the Ministry of Children, Community, and Social Services (MCCSS). We also received minor capital funding from MCCSS for specific projects to improve our properties. This included paving, renovating washrooms, purchase and installation of a back-up generator, and renovation of a property to enhance the quality of the individuals supported. We also continued to renovate and upgrade several of our properties, purchased new furniture and appliances, and purchased one new wheelchair bus. These upgrades ensure that our homes and programs continue to meet the needs of the individuals supported, now and for the foreseeable future.

WISE operations continue to provide a vital role in maintaining the mental health and self-esteem of the individuals supported. This past year saw continued growth in both programs proving that our employees and affirmative action workers at these programs provide a valued service to our community.

We were also able to welcome back the 5 Way Carnival which was not operating during COVID. The 5 Way Carnival has consistently been one of the largest SDS fundraising initiatives each year.

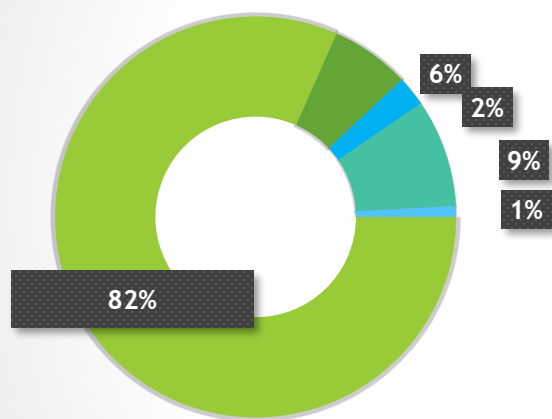
Finally, we continue to invest funds that are used to help individuals supported reach their goals and to ensure that no individual will be excluded from activities due to financial constraints.

Overall, this was a successful year financially for SDS, and we would like to thank the finance staff and everyone at SDS for all their hard work and fiscal diligence.

Mike Anderson, CPA, CGA - Treasurer

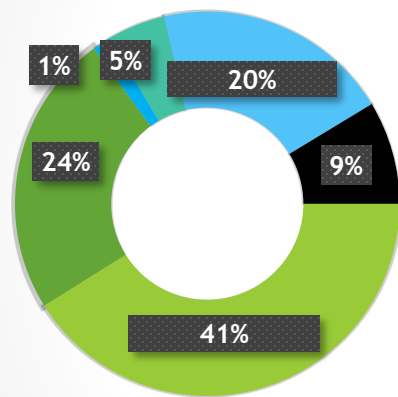
Nathan Smith, CPA, CGA - Director of Finance and Administration

2023-2024
Expense
Distribution



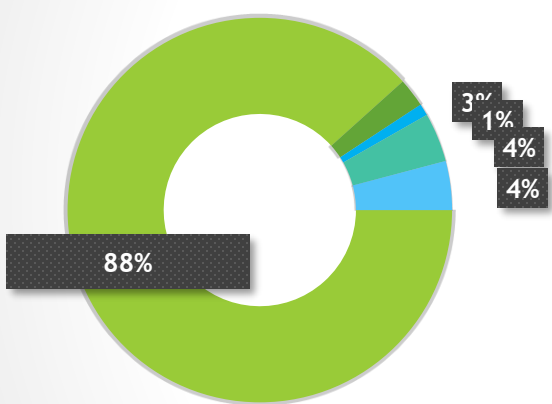
- Salaries and Personnel-Related
- Purchased Services and Supplies
- Occupancy
- Other
- Amortization of Capital Assets

2023-2024
Service
Distribution



- Residential
- Community Participation
- Respite
- Supported Independent Living
- Intensive Residential Supports
- Administration

2023-2024
Revenue
Distribution



- Ministry of Children, Community and Social Services
- Resident Contributions
- Program Cost Recovery
- Revenue Generation Programs
- Investement Income, Donations, Memberships, Other

Our Services

Residential Services

76 Individuals
(55 Group Living,
8 ISR, 13 SIL)

- **Group Living** : Community based accommodation, 24 hour care and support for adults with developmental disabilities. The goal is for individuals to choose where they live and with whom they live. Staff provide daily assistance, care and support to live their best life in full citizenship.
- **Intensive Supports Residential**: Individuals with complex needs and who require extensive behavioural supports have clinical supports wrapped around them and will have an environment that is specific to each of their assessed needs.
- **Supported Independent Living**: Individuals are supported to live in an independent or semi-independent community based living setting. Personal support is tailored to each individual's assessed need with heightened focus on life skills training and individual skill development.

Community Participation Services

192 Individuals

- **Adele Samson Center, Cec Woods Center and Martin Asselin Center**: Day on site or virtual services that provide supports and the opportunity for personal development and growth, basic life skills training, social and recreational activities and volunteer opportunities. Individuals will broaden their social circles, be supported to connect and engage in the life of their community. The Martin Asselin Centre is a francophone day program that serves individuals with high/complex care needs based on the same goals as Adele Samson Center and Cec Woods Center.
- **Jarrett Choices Hub Notre Dame/ Jarrett W.I.S.E. Thrift Shoppe**: The Jarrett WISE Thrift Shoppe centrally located on Notre Dame Avenue is a Work Integrated Social Enterprise that recycles community donations in a processing and retail setting. The proceeds assist us in offering training and employment opportunities for the developmentally disabled. For those individuals not focused on training and employment, the hub provides opportunities to socialize and connect with their community.
- **Jarrett Choices Hub Webbwood/ Jarrett W.I.S.E. Wood Products**: Individuals are supported with job skills training and employment opportunities in the community or within Jarrett W.I.S.E. Wood operations. Individuals will also be given opportunity to be active members of their community.
- Jarrett W.I.S.E Wood Products is a Work Integrated Social Enterprise that is in the business of manufacturing wood products for the industrial and mining sector for over half a century such as packing crates (custom built), pallets, and survey stakes to name only a few.

Respite

128 Individuals

- **In Home and Out of Home Supports:** Respite funds are brokered to families in the Greater Sudbury Area. Families are able to seek supports that will provide them opportunity for time away knowing that their loved one is cared for.

Passport

65 Individuals

- Passport funds are brokered for individuals and families. Individuals are supported with the budgeting and managing of their passport dollars that will be used to enhance the opportunities for individualized inclusion and independence. Person directed goals are met using these funds.

Eric visiting the Ottawa Parliament



Friends at a Blue Jays Game

Claude at the Harlem Globetrotters



BEHAVIOUR MANAGEMENT & WELLNESS PROGRAM

Empowering Lives, Promoting Wellness

The Behaviour Management and Wellness Program at Sudbury Developmental Services continues to be a vital part of our dedication to enhancing the lives of individuals in the Sudbury and Manitoulin region. We are excited to highlight the positive impact and achievements of this all-encompassing program.

BEHAVIOUR THERAPY: LAYING THE GROUNDWORK FOR SUCCESS

Behaviour therapy is the core of our program, helping individuals with developmental differences improve their social, emotional, and cognitive functioning. Our committed clinical team and behaviour analyst work diligently to provide tailored interventions, ensuring participants develop adaptive behaviours that lead to a more fulfilling life.

WELLNESS PROGRAM: CULTIVATING HOLISTIC HEALTH

Understanding the importance of overall well-being, our program places a strong emphasis on the Wellness Program. This initiative is dedicated to promoting physical, mental, and emotional health, encouraging participants to embrace healthy lifestyle choices and effective coping strategies. By fostering holistic health, we enable individuals to find balance and lead independent, thriving lives.

Empowering Workshops: Preparing Participants for Success

The workshops within the Behaviour Management and Wellness Program have been crucial in providing our participants with essential life skills. The Skills System, part of Dialectical Behavior Therapy (DBT) designed for individuals with cognitive challenges, teaches practical skills to help individuals recognize, understand, and manage their emotions. Participants learn to enhance their communication and relationship-building skills, set boundaries, express their needs, and resolve conflicts constructively. These skills empower individuals to handle distressing situations without resorting to harmful or impulsive behaviors, helping them face life's challenges with resilience and grace.

FLOURISH AND NOURISH HUB: BUILDING A SUPPORTIVE COMMUNITY

Our dedication to fostering a supportive community is demonstrated through the monthly 'Flourish and Nourish Hub' gatherings. These events bring participants together in a welcoming environment, promoting meaningful social interactions and a sense of belonging. The Hub is essential for emotional well-being, preventing isolation and creating a strong sense of camaraderie among individuals with shared experiences.

Strengthening Support: New Clinical Team and Mental Health First Aid Certification at SDS

We are thrilled to announce the establishment of a clinical team, including a Director of Clinical Services within SDS, reflecting our commitment to the overall wellness and health of our team members. Additionally, we are proud to report that we now have two managers certified as Mental Health First Aid facilitators. This ensures that all SDS team members are equipped with the necessary tools to assist themselves and our participants in mental health situations or crises.

Concluding Remarks

As we celebrate the achievements and advancements of the Behaviour Management and Wellness Program, we extend our deepest gratitude to our dedicated staff and supportive community. Thanks to their unwavering commitment, Sudbury Developmental Services can passionately pursue its mission of empowering lives and promoting wellness.

This report stands as a testament to our continuous dedication to providing exceptional care and support to the individuals we serve. Together, we anticipate a future brimming with progress and potential.

Amanda Deni,
Behaviour Therapy and Wellness Manager

Human Resources

Sudbury Developmental Services operating year of 2023-2024 has brought positive changes and community spirit within our department. Human Resources has remained committed to inclusive excellence and ensuring a safe, welcoming work environment, that enables all staff to do their best work every day.

Navigating our way through the implementation of Inclusion, our new payroll and scheduling system, was our biggest challenge this year and it is extremely heartening to know that the SDS team has risen to the challenge successfully!

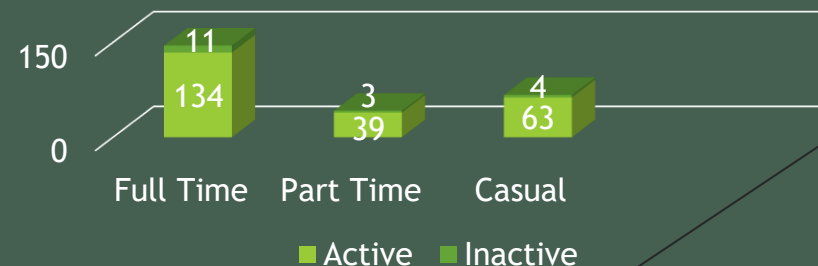
Our focus on continuous improvement, modernization, and enhancing HR processes has been so crucial for maintaining a versatile and progressive workforce. Collaborating with partners across the agency and the community has proven to be essential in achieving milestones and operational excellence. From delivering new and innovative technology improvements, to identifying strategic needs and priorities for ensuring quality services, we continue to navigate the road to operational excellence!

As I look toward the future, there's a lot to be excited about. We are continuously working towards championing the future of HR and further positioning SDS as a top employer. We will continue to collaborate with our agency and community partners to deliver service excellence, empower learning and champion opportunities for each individual to grow and develop.

It is my privilege to lead and support this team and celebrate the work and accomplishments of the past year in this report. I look forward to another year of growth, continued partnership and collaboration.

JANICE GOSSELIN, DIRECTOR OF HUMAN RESOURCES AND DEVELOPMENT

Staffing Compliment as of July 1, 2024



♥ Thank you for your years of dedicated service ♥

5 years

Holly Jenkins
Jennifer Forgues
Tone Tomy
Karin Love

Mera Bartsch-Dicaire
Trevor Reid
Karankumar Patel



10 years

Caroline Bailey

25 Years

Nancy Zazulak
Marie Schwenzer
Lori-Ann Chartier
Alisha Martin
Jennifer Toole

15 years

Kathy Roberge
Serge Treherne (Board Member)

20 years

Ann Favaro
Amanda Marynuk
Stephanie McGuire

30 years

Pierre Gagnon
Frank Folz

35 years

Norm Richer

40 years

Janice Gosselin
Carla Saunders
Wendy Giroux-Grenon

Building and Property Report

Building Services Annual General Update for 2023/ 2024

- ▶ This year was slower than anticipated with a decrease in contract work and minor capital projects. Despite this slow down Building Services remains committed to delivering exceptional service and ensuring the upkeep and maintenance of our buildings. We are always actively exploring ways to optimize our operations and improve efficiency.
- ▶ Mountain Street - Two new offices constructed in the HR area with new flooring installed. Sound proofing of some of the new offices was completed. An old oil tank and contaminated soil were removed from the parking lot. Lighting has been upgraded to LED in some areas of the building for energy efficiency.
- ▶ 760 Westmount Care Home - Natural gas generator was installed as part of minor capital.
- ▶ Holland Care Home - A new laundry room was completed. A magnetic door holder was installed on a bedroom door as part of Minor Capital projects.
- ▶ Oak and Maple Care Home - Mould remediation was completed due to water leaks in the basement and after a successful tender process, the foundation repairs will be completed by the end of the fall season.
- ▶ Jarrett WISE Wood Products - Paving completed in the back loading area and laneway as part of minor capital projects.

Heather Moxam
Building Services Manager

Quality Assurance Measures

The goal of compliance is to work with the Ministry of Children, Community and Social Services to provide the highest level of care for the individuals we support. Sudbury Developmental Services have always embraced this process and look forward to learning and growing each year to a higher level of support.

Compliance review was completed between April 2 – 12, 2024

- During that time 331 indicators were looked at resulting in 9 indicators not meeting compliance (all being rectified and within the time frame).
- There were 14 programs inspected.
- There were 26 staff files reviewed.
- There were 46 residential client files reviewed and 11 SIL files were reviewed, totally 57 files.
- There were 17 Behaviour Support Plans reviewed.

SDS is proud to have achieved full compliance.

Medication Committee

The Medication Committee is dedicated to enhancing the quality of life for individuals supported through rigorous medication management and support for staff. Our primary focus is to ensure the safe and effective use of medications, thereby promoting the health and well-being of the individuals in our care.

Throughout the year, the Medication Committee conducted comprehensive audits across all programs. These audits are critical in maintaining high standards of medication management and compliance with regulatory requirements.

Training is a cornerstone of our commitment to safe medication management. This year, all staff completed mandatory training on controlled acts and subcutaneous injections. The training sessions were well-received, and staff demonstrated increased confidence and competence in medication administration. Ongoing education and refresher courses are planned to ensure skills remain current.

The Medication Committee has been diligently tracking medication trends to identify patterns and areas for improvement. Action plans were developed and implemented to address any areas of concern, ensuring continuous improvement in our practices.

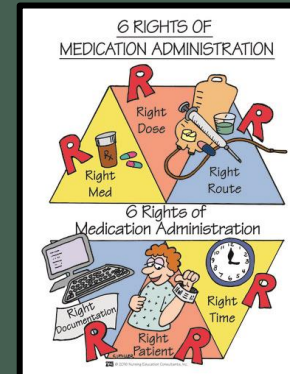
The Medication Committee's work over the past year reflects our unwavering commitment to the health and safety of our individuals supported. Through meticulous audits, comprehensive training, and proactive trend tracking, we have made significant strides in enhancing medication management.

Thank you to all committee members and staff for your hard work and dedication. Together, we are making a meaningful difference in the lives of those we support.

Thank you to our committee:

Trish Pomykala (co-chair)
Karen Makinen (STATS)
Natalie Poulin
Wendy Giroux-Grenon
Pharmacy Representative:

Rhandey Houston (co-chair)
Valerie Desormeaux
Lory-Anne Hughes
Bobbie-Jo Oakes (recording secretary)
Brianna Sager BSc(Hon), BScPhm, RPh, BCGP



Forever in our hearts



Johnathan Carlyle
January 17, 2024

It is with profound sadness that we announce the passing of Jonathan, a beloved member of our Respite family from 2011 to 2016. Jonathan's passing has deeply saddened all of us at Respite, and his memory will forever remain in our hearts. Jonathan had a remarkable ability to bring joy and light into the lives of those around him. He had a deep love for TV, music, swimming, and foot massages, finding happiness in these simple pleasures. Jonathan also cherished his time spent at area parks, enjoying the outdoors and the company of friends. He was always the light that shined bright, touching the hearts of everyone he met.



Annie Geraldine Lamoureux
March 1, 2024

We lost our dear friend Geraldine "Annie" Lamoureux. She attended Day Supports with us for well over 30 years and continually brought so much love, joy and tenderness to our lives, her presence is missed beyond words. Annie as we all knew her could produce a belly laugh like no other, she loved the outdoors and the gentle trickle of a brook or stream that can be heard when in nature. Until we meet again oh beautiful one.



Angele Labelle
May 9, 2024

Respite was deeply saddened to learn of Angele's passing. She had a remarkable zest for life, always embracing happiness with open arms. Whether splashing in water, enjoying van rides, or listening to music, Angele found joy in every moment. Shania Twain's melodies held a special place in her heart.

Angele's warm cuddles and infectious belly laughs brightened any room she entered. Her soul was unforgettable, leaving an indelible mark on those who knew her. As we say goodbye, we imagine her dancing among the stars, her spirit forever alive in the sky.



Angela Greco
May 26, 2024

Angela was a cherished member of our agency for 37 years. Angela's kindness, compassion, and thoughtfulness touched the lives of everyone around her. Her infectious sense of humor brightened our days, and her love for shopping and the pride in her appearance was apparent each day as she meticulously accessorized each outfit. Angela shared a very special bond with her parents. She looked forward to visiting her parents every other weekend, where they would sit together and socialize and she especially enjoyed her mother's pasta! Angela also took great joy in playing Skip-Bo with her staff and peers. She loved to win and was a bit of a cheat "an honest cheat" when caught she would correct her play. Angela also loved to do her math drills and word search puzzles. Angela's favorite movies were "Dirty Dancing", "Grease" and "Foot Loose". Angela was part of the Treeview family for years and during the day, she was a part of the Cec Woods family where she enjoyed many activities, like playing Yahtzee and completing her math sheets, and attending community outings. Angela was loved by all her staff and peers and leave us heartbroken but blessed to have had her in our lives. Her Treeview family- Laurie, Lise Le, Lise La, Joanne and Darce will miss her always.

"When someone you love becomes a memory, that memory becomes a treasure"

Thank you to our Supporters and Members

Luigina Baldassarre
Valerie Barbe
Marie Rose & Donat Charron
Suzanne Charron
Lois Clement
Club Richelieu Féminin de
Sudbury
Marilyn Fitzsimmons
Gerald & Suzanne Fortin
Five Way Carnival Committee
Sharon Gosselin
Holy Redeemer
Giovanni Ingriselli
Mary & Andrew Katulka
Mary Kelleher
Debbie Korzeniecki
David Knapman – Project X
Wrestling

Debbie Korzeniecki
Lois Linley
Local 800 Contingency Fund
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