



# ANNUAL REPORT 2020-2021



MOVING FORWARD

TOGETHER

<b>Vision/Mission/Values Statement</b>	<b>page 3</b>
<b>Board of Directors 2020 - 2021</b>	<b>page 4</b>
<b>Report of the President</b>	<b>page 5</b>
<b>Report of the CEO</b>	<b>page 6</b>
<b>Success Stories</b>	<b>page 8</b>
<b>Social Enterprises</b>	<b>page 10</b>
<b>Employment Services</b>	<b>page 11</b>
<b>Children’s Services</b>	<b>page 13</b>
<b>Human Resource Services</b>	<b>page 15</b>
<b>Marketing and Social Media</b>	<b>page 18</b>
<b>Fundraising</b>	<b>page 22</b>
<b>Financial</b>	<b>page 24</b>
<b>Minutes of the AGM 11/25/20</b>	<b>page 25</b>



## OUR VISION

We strive to Educate, Enable and Empower, people supported, our staff and our community.

## OUR MISSION

### E3 Community Services believes...

- our primary service responsibilities are to support both adults and children in getting full value as participating citizens in the community. E3 embraces the principles of inclusion, integration, individualization and community acceptance
- that our success depends on meeting and anticipating individual and community needs
- that our activities will be personalized, family centred and designed to help people achieve their full potential
- it is vital to respect all people, provide them with choices and to promote the concepts of inclusion and community education
- we must work in partnership with the larger service system to proactively develop efficient, quality services
- that we must advocate for and on behalf of persons served and families to ensure they are afforded the services, support and respect needed for healthy and happy living
- that staff must have a safe, respectful and fair working environment that promotes personal growth
- fiscal accountability and transparent procedures will be inherent business practices to ensure the integrity of our funding

## OUR VALUES

E3 Community Services values the uniqueness, dignity and worthiness of each individual we support. We believe that a healthy community only exists when the contributions, needs and aspirations of EVERY individual, no matter their differences, are recognized, acknowledged, utilized and appreciated.

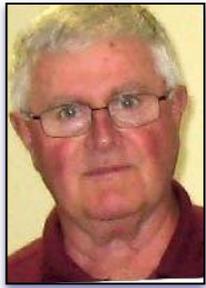
*The wings of  
transformation, are born  
of patience and struggle.  
Janet S. Dickens*



<b>President:</b>	Mark Redmond	September 2017	Retired
<b>Vice President:</b>	Sean Ainley	September 2011	Lawyer
<b>Treasurer:</b>	Karen Willison	September 2013	Realtor
<b>Secretary:</b>	Mary Jane Santori	September 2015	Parent
<b>Members:</b>	Dr. Farel Anderson	September 2018	Retired
	Sheri Bulfon	September 2009	Parent
	Max Lehmann	September 2018	Finance
	Jesse Matchett	September 2016	Engineer
	Mira Ortved	September 2015	Lawyer
	Dr. Peter Roberts	September 2011	Dentist
	W. Jack Sim	September 2018	Business



*Moving On is a process;  
 Moving Forward is a choice.  
 There's a difference between the two.  
 Moving On is letting things happen;  
 Moving Forward is making things happen.  
 Let's make things happen together!*



Your Board of Directors continues to take an active role in adapting to the changes imposed on all of us, from regulatory modifications directed by provincial legislation and directives to the mitigating effects of the pandemic. Our regular meetings continue to occur virtually along with our AGM again this year.

The final steps in our 3-year 2018 Strategic Plan Implementation program are enconced in the Board approval of our governance By-law #2 that is before the membership at this time. Board policies are being updated to reflect some of the specifics in this By-law.

Your Board members were also active in helping to resolve the move of our ReUse Centre to a new location and supporting modifications to our Tots 'n' Tykes Child Care Centre operations.

Working with our senior partners at the Ministry of Children, Community and Social Services and the County of Simcoe has garnered additional finances this year to allow us to continue to respond to and welcome new individuals in crisis or need. The attached auditors' and financial reports reflect a positive year-end realized through the diligence of all staff to maximize our resources to offer a quality of life supported by a variety of programs to the individuals in our care.

We cannot say enough to show our appreciation to E3 staff guided by our CEO and the senior team who oversee and direct our day-to-day operations to support all people in our services, in a variety of settings. A visit to our Facebook and Instagram pages illustrates the positive energy of our skilled and dedicated staff, actively engaging everyone to take advantage of opportunities to develop and practise new skills.

A succinct term for our success in the current environment was encapsulated by long-serving Board member, Dr. Farel Anderson at our virtual Christmas party: "resilience." With so many pressures arising and an endless variety of modifications can be overwhelming, especially at this time when so many procedures are introduced and continually modified. Yet our staff continue to demonstrate the capacity to adapt to challenges safely and effectively for all. For their efforts and hard work, the Board and our community are immensely grateful.

Finally, we recognize that our objectives at E3 are achieved with the help of our members and volunteers in the wider community. We look forward to their continued support to provide the essential opportunities for health and growth that permeate all our programs at E3 Community Services Inc.

*Mark D. Robinson*  
page 5

This past year has been one of the most remarkable in this generation's lifetime. The global pandemic of COVID-19 has remained with us and has impacted families around the world. E3 has continued to meet the challenge of this new world by continuously adapting to the new realities with the goal of protecting the people we support, our staff and their families.



From the unknown situation in March of 2020, the organization navigated the waters and has been successful in avoiding outbreaks and health impacts to everyone. Emerging in 2021, vaccines became available, allowing us a better comfort level against the devastating effects of the virus. Our processes remain in place in all our services and vaccination rates are over 78% for staff and close to 100% for people we support. We enjoyed a great partnership with the South Georgian Bay Community Health Centre, the South Georgian Bay Family Health Team and the North Simcoe-Muskoka District Health Unit for vaccine clinics.

Our children's services have evolved to meet the new needs and with this, have also reached new levels of service. Our childcare centre, Tots 'n' Tykes, closed in the initial stages of the pandemic. We took this opportunity to review our service, refreshing our interior and activities and refocusing our philosophy to better meet our mandate. The implementation of a new application *HiMama*, allowed for daily communication with parents with minimal contact, as per new processes. The communication is enhanced by daily pictures. The centre also underwent several inspections, and passed all with glowing success. EarlyON developed online approaches to reduce barriers to accessing important parent education, reaching far beyond our borders. Families still have access to professionals via phone and online and to the Baby Needs Depot. Our reach remains high. Outdoor activities were made available at certain times, with registration. The creativity of children's services staff continues to engage families in discovering life around them.

Our adult services have adapted with new processes and everyone has stayed safe throughout the year. The distance between loved ones has been challenging and support has been offered through virtual means and outdoor visiting. Some also went home for Christmas for an extended period of time, returning to a period of isolation before accessing the homes.

Community support and donations over the course of the year were unprecedented. Friendly neighbours, community organizations and individual donors have rallied to recognize the work we do and support us with gifts and food. Cobs Bread has donated

...continued

large amounts of bread weekly, which we are able to deliver to families and individuals in our support, in all our services. The Food Rescue program has also assisted in providing groceries to over 40 individuals and families, for a period of several months. Monetary donations allowed purchases to create special meals for holidays.

Although the golf tournament was not held, we conducted one of our most successful fundraisers to date, using online tools such as crowd funding and social media, combined with Grant requests. Our Respite “Home Away from Home” Campaign raised over \$30,000 to furnish our new space with equipment and furniture, through generous donations and Foundation Grants.

Our social enterprises, the ReUse Centre and Oasis by the Bay Vacation Suites, have had challenges but continue to be resilient. A relocation of the ReUse Centre took place, leading to new practices to meet our new demands and constraints, resulting in the addition of a new clientele. The Vacation Suites still attract guests seeking an escape from our busy world!

Our greatest asset, our staff, continue to meet quality standards for support and services. The personal impact of the pandemic and restrictions on each and every one of us has been challenging, creating uncertainty and fear. The need for wellness is more important than ever, balancing our work and personal life. As we continue to navigate the pandemic, we strive to find a balance and joy in each moment of our day. Each and every member of the E3 team has had a part in our success over the last year, keeping everyone safe and healthy! Thank you to staff and our steadfast Board of Directors, who have provided unwavering support during these trying times!



## Nearly 100% of People Supported by E3 Vaccinated!

Vaccination clinics were arranged by E3's CEO in connection with local partners South Georgian Bay Family Health Team, South Georgian Bay Community Health Centre and Simcoe/Muskoka District Health Unit. Staff and people supported were vaccinated over the course of a few days and everyone did so well!

After months of doing their part by staying home and staying safe, the people supported by E3 were ready to do what was needed to make our community safe once more.



### Meet Austin: the "Budding" Gardener!

Our E3 Garden has come a long way since its inception last year, thanks to our hardworking garden crew led by Hennie! The garden and the plots at a few of the homes gives the people we support the opportunity for employment training, to participate in something that promotes health and wellness, to learn about the growth of food, and to be active as well as having the pleasure of seeing their work evolve to create the food they will be eating!

Hennie sat down with one of our "budding" gardeners, Austin, to chat about his favourite times in the garden. Austin said, "It's nice there! I've seen deer, chipmunks, bugs and birds. I planted seeds and watered them. I like picking tomatoes – they're yummy!"

After the garden crew noticed some hungry visitors nibbling on our crops, we decided to have a scarecrow contest where we had many houses and individuals participate and saw some amazing submissions! Hennie says that the scarecrows are all doing a great job, so all of them are winners! The folks at Katherine Street, who won the contest with their creative scarecrow, were given the first harvest of peas to enjoy! Austin said, "I like the scarecrows! They are fun. I move them around and fix the clothes on them."

Austin, just like the rest of the garden crew, has been hard at work: "I worked on the patio," he said, "so we can have lunch out there!" Thanks to Austin, Hennie, and everyone else on the garden crew who have been working hard to keep the garden beautiful! We're excited for our friends and family to enjoy this fresh, farm-to-table produce!

## *Vernon's Journey to Virtuoso*

When Vernon came to live at Seventh Street, he already had a keen interest and budding talent on the keyboard. Through Passport funding, Vernon requested a new keyboard and double mount stand. A couple of years ago, Vernon asked the staff to assist him in finding a Piano Teacher. A local Piano teacher had an opening and he and Vernon hit it off.

Throughout the pandemic, Vernon has been able to continue with his lessons, every Thursday afternoon, Vernon meets with Robert, his piano teacher, via Zoom. This keeps Vernon engaged, and practicing all the time! Everyone at Seventh is serenaded with Happy Birthday on their special day, he plays Christmas carols and once played a version of Auld Lang Syne, that brought tears to our eyes.

After a brief summer hiatus, Vernon will be starting lessons with Robert again in October, and he “can’t wait”.

I asked Vernon if I could interview him for this story and he said, “heck ya.” When asked how long he has been playing, he said “about 10 years”.

I told Vernon about a time when I went to see one of my daughters play in the CCI band Christmas concert and she performed a solo, he thought that was “pretty cool,”

His favourite songs to play are “Twinkle, Twinkle Little Star, Somewhere Over the Rainbow and the Lion King.”

During this conversation we found out that it is one of Vernon’s dreams to make his own “prototype keyboard, with a touch screen and a work station, and output to his TV.” That sparked a whole new conversation! Vernon is excited about the possibilities. “I can’t wait”.



## *Ready to Work*

Since the beginning of the pandemic, Employment Services has transitioned from in-person learning to an online learning platform providing several educational *Employment Ready* seminars with a variety of topics catering to everyone. We typically run 8-10 programs monthly and have a wide range of seminars that include: all the preparation needed to seek employment; Commitment; Networking, Communication Skills; Customer Service; Self-care; Budgeting; Socialization; and more.

Passport funding has made a huge impact on our programming, allowing access to technology which has given everyone the opportunity to participate and learn during these challenging times. A number of people in our program have been able to communicate with friends and family, and have participated in many educational opportunities because of this.

In the future we are hoping to move to a hybrid system to create a balanced learning environment for everyone.

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## *April's Accomplishments*

April is supported by E3 in both Employment Services and Supported Independent Living. April has shown great resiliency and strength throughout the last year and a half, and prior. April is an individual who has always shown determination in her growth, learning and relationships.

April is a successful employee as well as an independent adult, who contributes and helps others when she can. April is employed with Majestic Maintenance in Collingwood. When speaking with April, we asked how she has managed to work for the duration of this Pandemic. April shared, "I like my job and I love cleaning. My employer, Steve, is appreciative of my dedication and work. He's not a regular boss, he's a friend too. He is greatly supportive. I'm always there for him when he needs me."

Steve is the Owner and Operator of Majestic Maintenance and has been April's employer for almost 4 years. We reached out to Steve and asked about April. "Where should I start? She has saved me during this Pandemic. She hung in there and she works hard. She is a fantastic person who wants to do things right. I wish I had more Aprils! She is focused on her work, and we have become friends. April sees the gold in the sunshine in everyone. She is a true champ." – Steve Emmett

*...continued*

April is very independent. “I like being independent in a way. I like knowing that I have staff on my side if I need anything, they will be there. I have a boyfriend who is part of my life and he makes me happy also.”

We asked April what she has found most challenging throughout the Pandemic. “Trying to balance everything is tough. It has been a roller coaster this last year and a half, but I’ve kept going because if you don’t, you’re not living life to the fullest. If you give up, you won’t be able to live the life you want. I am a positive person mostly, but at times, I can get down. I keep in my head to tell myself to be happy and not miserable. Here today. Gone tomorrow.”



### *Nurturing During a Pandemic*

We believe that everyone has a right to nutritious food. We embrace new opportunities that can allow us to serve differently and better and filling gaps. Food security is present and the pandemic has increased the need for support. Several new partners allowed us to extend our services by providing nutritious food items or special meals and a team coordinated the efforts to make this a reality.

- Road Runner Food Ltd., provided 45 special meals for individuals living independently.
- COBS Bread Bakery has partnered with us since June 2020 and we have collected and distributed 200 pieces of sweet and savoury baking products to over 65 individuals and families in South Georgian Bay WEEKLY!
- Second Harvest has allowed food rescue on a number of occasions. We can highlight the ability to deliver a full individually packaged lunch to 60 people. Since August 2021, Second Harvest, in conjunction with Sobey's Collingwood, is providing fresh produce, meats and various products to over 65 families on a weekly basis.
- A special grant of \$6,000 from Second Harvest purchased food bags over several months for 46 individuals and allowed for a special pre-made Thanksgiving meal!

## ReUse Centre

“Wow, I love your new store! When did you open?” We’ve heard this phrase countless times since the ReUse Centre re-opened in July. After being closed for six months, it’s great to be back in business again!



We’re happy each time we get to reconnect with a customer from our former location, and when we meet a brand new customer for the first time, we have the opportunity to introduce them to the ReUse Centre and the work E3 does in the community.

The last few months of 2020 were unsettling as we prepared for an uncertain future and closed our doors at 90 High Street for the final time. We all hoped we would find a new home soon. It was a relief when 20 Balsam Street was chosen as our new location.

The store is bright and fresh, and aspiring to offer second hand items in a boutique-like setting. We’ve had to make some changes to how we operate, such as suspending the Silent Auction and delivery service, but over all the reception has been positive, and everyday we are meeting people who are excited to have found us.



## *Blossoming at Tots 'n' Tykes*

When Tots n Tykes re-opened after the COVID closure in 2020 it was decided that this was the ideal time to think, rethink, imagine and reimagine what child care at Tots' n' Tykes should look like. We felt that children deserved to have a pedagogical approach that would have learning experiences grounded in practices that are in keeping with the new era of play and learning. We wanted the children and the families to have a sense of belonging and a sense of community.



We adopted the Reggio Emilia curriculum, which is an approach to teaching, learning and advocacy for children. In its most basic form, it is a way of observing what children know, are curious about and what challenges them. Embracing this new and different approach to play, educators are now viewed as the children's play partners. The inquiry-based play is directed by the children's interest, sense of wonder and curiosity. The traditional commercial toys were replaced with materials, such as natural products and loose parts, pieces that inspire both

the children and the educator to engage with imagination in learning. The Reggio approach allows educators to be reflective in their practice and design environments that were based on what they have observed from interacting with the children.

Testimony from Dana K., mother to Ellis: *Thank you for supporting Ellis in his growth and development. You all have met him where he is at, nurturing him to feel safe and seen. It has been an amazing experience watching Ellis's comfort in your care develop into skills that we know will continue as he grows. May these plants for the classroom be a reminder of how your leadership and care nurtures generations of amazing humans.*



This past spring the children and educators started a raised vegetable garden in the play ground. It too blossomed. The children planted the seeds or plants and then were responsible for the care of the garden. This project inspired discussions between the children and the educators about the plants, soil, sun and bugs.

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### *Blossoming at Tots 'n' Tykes...continued*

We were able to achieve a sense of community with families, reaching out for support in new outdoor mud kitchens and music walls for our playgrounds. Engagement was overwhelming. We had several parents and grandparents answer the call to find recycled material, build the design and equip with items for the play. Communication was made easy through our new tool, HiMama.



Throughout the year, outdated practices such as themes, product art, mandatory circles, lining up, and rigid daily schedules have been replaced with approaches that embrace the competence of children as they engage in purposeful play with divergent materials, resulting in growth for all!

### *EarlyON Child and Family Centres Alliston/Collingwood*

2021 saw yet another year of growth, resilience and a time of positive change at the EarlyON main site locations in Alliston and Collingwood. Virtual programs remained extremely popular. Offering virtual parent education and parent child interactive programs brought down barriers to services for some and included participation of families from across Simcoe County, the province, and even other countries.



EarlyON educators rose to the challenge during this unprecedented year – whether it was phoning, emailing, texting or zooming.

When a few of the restrictions lifted, COVID protocols in hand, we moved to outdoor programming and offered endless opportunities for inquiry-based learning in our large outdoor spaces.

Human Resource Services (HRS) had another busy year and remained an active participant in both the Pandemic Steering Committee and Town Halls Meetings.

Living with COVID-19 and the restrictions and concerns related to COVID for an entire year meant that we had to really evaluate how we do things and how we could use technology to our advantage. This was a challenge that the entire organization faced and it was successfully met head on by all.

Using MS Teams HRS was able to connect with employees and stay engaged with them when we couldn't meet face to face, ensuring that employees had all the information they needed to deal with COVID-19 and its impact on both their work and personal lives, and providing training in new ways so that crucial courses could be safely delivered.

HRS participated in Employee Focus Groups – The Good, The Bad, and The Ugly – to hear what concerns employees have, what is going well and ideas for moving forward. This was well received by the employee groups and the resulting report is eagerly anticipated.

Ashley Graham joined the team to assist with our training initiatives and support recruitment and was instrumental in the roll-out of our Learning Management System.



HRS continues to encourage and support staff wellness through our Be Well Campaign.

Information and resources are sent out biweekly regarding best practices for mental and physical health along with community initiatives for a healthy lifestyle. We encourage staff to use our Employee Assistance Program – Lifeworks to access helpful information and counselling when needed.

There has been a focus on resources to help people with COVID fatigue and managing the demands of work and family during this unprecedented time. As the pandemic evolves and we are able to slowly meet again in person, an effort will be made to present staff with fitness and healthy lifestyle challenges and events.

### **Surge Learning**

Anyone who's ever said learning can't be fun has never completed an online course through Surge Learning. In April 2021 E3 Community Services introduced our new Learning Management System (LMS) - Surge Learning.

Surge is a web based LMS with over 650 courses, many of which are specific to the Health Care and Personal Support industry and E3 continues to add to the list in our ongoing efforts to make information available to employees that will support them both professionally and personally.

Since launching this LMS with staff in April, we have gone on to add a number of additional courses that staff are able to complete either on their own or after it is assigned directly to them by our Training Coordinator or a Manager.

Surge was instrumental this past July with MCSS Controlled Acts compliance; we were able to assign all the necessary Controlled Acts course specific to each house and the staff that work in them, making it easier and more efficient for staff to complete this training without being away from the home.

As we continue to move to a more paperless organization, we will continue to utilize Surge Learning for on-boarding new employees and add organization policies to the document Sharer section; making it easier for all staff to sign off on policies, as well as complete annual status reviews.



**Staff Appreciation Event**

The Annual Staff Appreciation Event was held virtually, for the first time, via BlueJeans on December 10, 2020. This event was held to pay tribute to those staff celebrating milestone years of service along with all of our staff to thank them for their tireless work ethic and dedication to the people we support and the agency. Opening remarks were provided by Dr. Farel Anderson, Member of the Board of Directors. Service awards were presented by Mark Redmond, President of Board of Directors and by Mary Jane Santori, parent and Member of the Board of Directors. Draws were held for gift certificates to community owned businesses and a beautiful video of testimonials from staff, the people we support and community members was presented by Cory McDonald, Direct Support Professional and Meghan Harwood, Manager of Marketing.

The event was well attended and received positive feedback. Let's hope that we will all be able to gather in person soon!



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### Recruitment and Retention

If employee satisfaction can be measured by their ability to retain employees E3 is doing extremely well. At the end of March 2021 there were 191 active employees with 84 who had 10 or more years of service and one employee completed 45 years of service on September 13, 2020.

Completed	Count
45 or more years	1
25 to 44 years	37
10 to 24 years	46
5 to 9 years	24
0 to 4 years	83

Employees Hired - April 1, 2020 to March 31, 2021

Government response to the pandemic led to a number of closures and reopening of programs which resulted in a number of employees going on leave and/or returning from leave.

Program Area	Number
Administration	2
Adult Services	17
Tots 'n' Tykes	3
<b>Grand Total</b>	<b>22</b>

Recruitment at E3 continued and while there are additional challenges due to the Pandemic HRS is meeting them head on.

### Employee Training

Despite the restrictions and roadblocks presented by an inability to safely hold group training we have been able to ensure that new staff received Ministry required training by combining virtual training with one-on-one hands-on training utilizing full Personal Protective Equipment (PPE) to keep people safe.

HRS has also provided information regarding Virtual Training to all employees so that staff could continue to improve their skills while staying safe.



Ashley Graham    Nancy Macdonald    Kim Saunders

Features on local community social media pages and websites such as [MyCollingwood.ca](http://MyCollingwood.ca) (earned media at no cost to E3) to help spread the word.



[mycollingwood.ca](http://mycollingwood.ca) 6.7K  
Facebook & 2.5K  
Instagram followers

## Good “thymes” in the garden!

The E3 Community Services Garden has come a long way since its inception last year! Our hardworking garden crew has already had many beautiful and busy days at the garden. They started by planting the tomatoes, peppers, snow peas, corn, onions, beets, carrots, and potatoes, and just when they thought they were finished, they received another donation of potato seedlings, so they dug a few more rows! There are now 25 rows, and each row is about 20 feet long, so we're looking forward to enjoying homegrown potatoes in the fall! The E3 garden and the plots at a few of the homes give the people we support the opportunity for employment training, participation in something that promotes health and wellness, to learn about the growth of food, to be active, as well as have the pleasure of seeing their work evolve into creating the food they will be eating! Thanks to some rain and a lot of sun, potatoes, squash, and cantaloupes are already starting to pop up! Thank you to Simcoe County Waste Management for their generous donation of compost and mulch and everyone who has helped us by donating seeds and other supplies. We can't wait for our friends and family to enjoy this fresh, farm-to-table produce very soon. Follow along on Facebook and Instagram @e3communityservices!

SUBMITTED BY MEGHAN HARWOOD, E3 COMMUNITY SERVICES INC.



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# Georgian Life

MEDIA INC.



Multiple features in Georgian Life Magazine (earned media at no cost to us) 9,000 to 10,000 copies are published 12 times a year. They are picked up in over 60 locations, including major grocery/retail outlets throughout the area.

**893**

Facebook Page Likes  
as of Sept. 7, 2021

**533**

Instagram Followers  
as of Sept. 7, 2021

**22,021**

Facebook Reach  
(6 months)

**1,345**

Instagram Reach  
(6 months)

**35,283**

Total People Reached  
Sept. 2020 - Sept 2021

**30,525**

Total People Reached  
(previous period)

Features on [thepeakfm.com](http://thepeakfm.com) Events section for all E3 events and fundraisers, including the reopening of the ReUse Centre

[thepeakfm.com](http://thepeakfm.com)  
 1.1K Facebook Followers  
 1.9K Instagram Followers

The Peak 95.1 FM website interface. Navigation menu: LISTEN, SHOWS, MUSIC, CONTESTS, COMMUNITY UNITY, ON DEMAND, ADVERTISE. Main content area includes:

- Event: **REUSE CENTRE IS RE-OPENING** (JUL 02 - JUL 31). Location: 20 Balsam St. Unit 14, Collingwood.
- Event: **BE YOUR OWN B.O.S.S. VIRTUAL ENTREPRENEURSHIP CAMP** (JUL 05 - JUL 30). Ages 13-18.
- Event: **Cher Debuts On TikTok With Hilarious Multiple Introductions** (June 26, 2021).
- Event: **Throat slit, man impaled, 48 charged after 'Redneck Rave' in Kentucky** (June 24, 2021).

Now Playing: Stronger (What Doesn't Kill You) by Kelly Clarkson

The Peak 95.1 FM website interface. Navigation menu: LISTEN, SHOWS, MUSIC, CONTESTS, COMMUNITY UNITY, ON DEMAND, ADVERTISE. Main content area includes:

- Event: **Zoom, Wasaga Beach**. Get your tickets now...
- Event: **Other, we are Canada's Lifeline** (SEP 29). Penetanguishene Blood Donor Clinic.
- Event: **Harbourfront Park, Collingwood**. Anything is possible if you try!
- Event: **IR!** (OCT 05). E3 Job Fair at 100 Pretty River Parkway North, Collingwood.
- Event: **Of All Time is Truly Massive** (STREAMING).
- Event: **[Pick] Once Young Stars And Their Il-Bated Movie Roles** (EXHIBITION).

Now Playing: Good Time by Max Parker

Standing monthly interview slot on *Talk of the Town with John & Melanie* - morning show 95.1 The Peak



MYCOLLINGWOOD.CA

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With just 7 days to go, [E3 Community Services Inc](#) has crossed the \$23,000 mark and have nearly reached their fundraising goal thanks to the generosity of our wonderful community! Their goal is to raise \$25,000 to cover the cost of medical equipment and furniture for multiple bedrooms and the bright, spacious living area in their newly renovated respite space. Even a donation of just \$5 a month can help fill their cupboards and provide nutritious meals for the people we support! Please visit [e3.ca/fundraising](http://e3.ca/fundraising) to find out how you can support!



# Respite: A Home Away From Home

## "Educate, Enable, Empower!"

These three words echo around the halls of every E3 Community Services' building and are the guiding force in everything we do. E3 Community Services is a local non-profit that offers support to adults with developmental disabilities, youth, and children throughout the South Georgian Bay Area. Our primary service responsibilities are to support both adults and children in getting full value as participating citizens in the community. We embrace the principles of inclusion, integration, individualization, and community acceptance, and our success depends on meeting and anticipating individual and community needs.

The ongoing pandemic has altered the day-to-day lives of both the individuals we support and our staff members. For the individuals we support,



the events of this year have drawn their household closer together. Our Direct Support Professionals play a crucial role in the health of the people we support, often supporting their integration into community living or assisting them in daily living activities. The creativity of our staff members has also shined during this time, by organizing tropical-themed parties and holiday celebrations to keep the people we support entertained and, of course, happy!

We've been overwhelmed and so grateful for all the support we've received so far from community members and local businesses, including Cob's Bread, Roadrunner Foods, Second Harvest Food Rescue, RBC Wealth Management, Christie's Clothing, Dadswell Denture Clinic, and the Collingwood Youth Centre. Recently, the Toronto Foundation surprised us with a generous monetary donation that will be used for enhancing the lives of those we are so proud to support, and the South Georgian Bay Family Health Team has always

been quick to support us with clinical responses as needed.

If you're reading this and would also like to support, we are welcoming donations of new gender-neutral winter gear (including hats, gloves, scarves, boots and socks) for our young adults' ages 14 and up, we're always grateful for local businesses who may be interested in sponsoring meals, and of course, we're always looking for ways to thank our amazing staff members! If you're interested in supporting, please reach out to Tracy Nancekivell at 705-441-6868 or email [tnancekivell@e3.ca](mailto:tnancekivell@e3.ca).



At E3 Community Services, we value the uniqueness, dignity, and worthiness of each individual we support. We believe that a healthy community only exists when the contributions, needs, and aspirations of EVERY individual, no matter their differences, are recognized, acknowledged, utilized, and appreciated.

We're wishing you a safe and happy holiday season from all of us at E3 Community Services!



Submitted by: Meghan Harwood, Manager of Marketing and Communications

- [www.e3.ca](http://www.e3.ca)
- [@e3communityservices](https://www.facebook.com/e3communityservices)
- [@e3communityservices](https://www.instagram.com/e3communityservices)
- [e3@e3.ca](mailto:e3@e3.ca)

*Creativity and new approaches are essential to keep our donors engaged with our organization. Focusing on a large in-person event during the Pandemic was not possible. It then pushed us to explore up-to-date methods, such as crowd funding and social media boosts, to tell stories about who we are and what we do. Combined with awareness within our own community for local support and direct appeal to Foundations, we engaged in one of our most successful fundraisers, with fewer hours of preparation and significant radio and social media presence.*

**Respite Care Campaign: *A Home Away from Home***

***Individuals***

Anonymous	Mark Redmond	Sheri Bulfon	Megan Harwood
C. MacDonald	Hailee Voegelin	Christina Kelly	Christine Vallis-Page
Scott Kelly	Tracy Nancekivell	Al Fraser	Digby Cook
W. Jack Sim	Karen Willison	Tina Harwood	Helen Day
Katie Patten	Peter Doner	Deb Sauvé	Mary Jane Santori
Dr, Farel Anderson	Max Lehman	Natalie Wilby	Christie Gray
Ann Holly Stewart	Beth Turner	Helen Gibson	Dan Gibson
Andrew Millsap	Anne Robertson	George Morin	Don & Nancy Godfrey
Shah Mohammed	Paul Santori	Larry Hogarth	Lynne M. Brigant
Barbara Edgell	Anne L. Green	Salvina Lutz	Gail Lalonde
Margo Newell	Kim Saunders	Lorraine Roest	Frank/Grace Nicoletta
Mary Sparling	Lori Perry	Rachel Leferink	Victoria Thompson
Lynn Gosnell	Kim Beraldo	Andrew Hims	Gary/Margaret Norman
Linda MacLeod	Lisa Hardisty	Gail Hannon	Lisa Roche
Teri Band			

***Foundations***

- The Cowan Foundation
- The Read Elliot Family Foundation
- The John C. & Sally Horsfall Foundation
- Huron Community Foundation
- J.P. Bickell Foundation

***Corporations***

- Infinity Network Solutions
- Gallagher Insurance
- Steve Emmett, Majestic Maintenance
- Baker Tilly SGB LLP
- Gordon & Lorraine Gibson Family Fdn.

*Thank you for caring*

We are truly grateful for donations received throughout the year from a caring community, which help enhance the lives of those we are so proud to support.

**Donations**

- |                   |                     |                        |
|-------------------|---------------------|------------------------|
| Susan Hunt        | Fran Dillon         | Sara Bethan McGarr     |
| Mary Jane Santori | RBC Foundation      | Larry Hogarth          |
| Verna Sokolowski  | Tom & Vicki Whyte   | Jane Walker            |
| Anne Robertson    | Nancy Carlucci      | Virginia Benbow        |
| Cowan Foundation  | Toronto Foundation  | Anonymous              |
| Jay & Ann Anstey  | George Morin        | Anthony Griffiths      |
| Gary Hill         | Dennis Stoddart     | Donna Stoddart         |
| Roger Underwood   | Ian & Christie Gray | Tom & Marilyn Chisholm |
| Mabel's Labels    | Chris Wright        | Parkbridge Communities |
| Jane Walker       | MedPro Direct       | Roy & Audrey Neufeld   |
| Patti Gwin        | PayPal Giving Fund  | Katherine Tourchin     |
| GFS Partnership   |                     |                        |

*In Memoriam*

***In Memory of Ethel Wojcieckowski***

- |                     |                  |                     |
|---------------------|------------------|---------------------|
| Sue & Allen Perlman | Constance Thomas | Don & Nancy Godfrey |
| Anonymous           |                  |                     |

***In Memory of Jenny Aikins***

- |               |                |               |
|---------------|----------------|---------------|
| Rena Potter   | Joan Gallagher | Samuel Rogers |
| Suezan Aikins |                |               |

***In Memory of Julie Farrar***

- |                     |                   |
|---------------------|-------------------|
| Mr. & Mrs. D. Brown | Mary Jane Santori |
|---------------------|-------------------|

***In Memory of Sheri Kogan***

- |                  |                 |                 |
|------------------|-----------------|-----------------|
| Brent Kogan      | Janis Wahoski   | Gordon Van Hall |
| Kathy Derlis     | Kathy Alexander | Harriet Rosen   |
| Anita Kogan-Gunn |                 |                 |



*“Giving is not just about making a donation. It is about making a difference.”*

**Total Assets**      11.45 M  
**Total Liabilities**    1.81 M



**Total Revenues**    15.33 M  
**Total Expenses**    15.34 M

	2020/2021		2019/2020	
<b>Revenue</b>				
MCCSS	10.82	71%	9.91	65%
Contributions from supported people	1.05	7%	1.12	7%
Recovery of allocated costs	1.02	7%	1.06	7%
County of Simcoe	0.87	6%	0.93	6%
Social Enterprise/Other Charitable Revenues	1.56	10%	2.11	14%
	<b>15.33</b>		<b>15.14</b>	
<b>Expenditures</b>				
Group Home Services	9.00	59%	7.96	54%
Adult Developmental	2.13	14%	2.13	15%
Administration	1.41	9%	1.12	8%
Children's Services	1.16	8%	1.41	10%
Countywide Developmental Supports	-	0%	0.06	0%
Employment Services	0.67	4%	0.62	4%
Social Enterprise/Infrastructure Management	0.94	6%	1.07	7%
Amortization	0.04	0%	0.34	2%
	<b>15.34</b>		<b>14.71</b>	
<b>(Deficiency) Excess of Revenue over Expenses</b>	<b>(0.01)</b>		<b>0.43</b>	

**INDIGENOUS LAND ACKNOWLEDGEMENT STATEMENT**

*"We would like to acknowledge that the land which we are gathered on today is the traditional territory of the Anishinaabek Nation. We would also like to acknowledge the enduring presence of the Indigenous Peoples of this region, specifically the Chippewa's of Nawash First Nation and Saugeen First Nation. We also acknowledge the Chippewa's of Beausoleil First Nation, the Georgian Bay and Moon River Métis Councils in this region. It should be noted that the Wendat and the Haudenosaunee Nations have also walked on this territory over time."*

**SUBJECT**

Minutes of the Annual General Meeting of the Members of E3 Community Services, held virtually, via BlueJeans, November 25, 2020.

**CALL TO ORDER**

The Annual General Meeting was called to order at 5:45 p.m. by Mark Redmond, President. A quorum of members was in attendance.

**NOTICE OF MEETING**

Mr. Redmond confirmed that the Notice of Meeting had been e-mailed to all members, 60 days in advance of the Annual General Meeting.

**Moved by Jack Sim. Seconded by Dr. Farel Anderson.**

*Moved that the Agenda for the Annual General Meeting held November 25, 2020, be accepted as presented. Carried.*

**MINUTES OF MEMBERSHIP MEETING****Moved by Sean Ainley. Seconded by Sheri Bulfon.**

*Moved that the Minutes of the Annual General Meeting of the members held September 25, 2019, be accepted as printed, as no errors or omissions were noted. Carried.*

**PRESIDENT'S REPORT**

Mark Redmond thanked all for attending. He described the past year in words that stood out, with the added stress of COVID-19: Leadership; Commitment; Innovation; Resolve. Management assured the safety of staff and persons served and staff rose to the challenge of making the lives of those supported full and happy. Looking at E3's Facebook page illustrates this. After 9 months of the Pandemic, staff were congratulated for all they have done. Mark added that his comments reflect the sentiments of the entire Board.

**FINANCIAL STATEMENTS AND AUDITOR'S REPORT FOR THE YEAR ENDED MARCH 31, 2020**

Sean Ainley introduced and welcomed Jay Anstey of Baker Tilly SGB LLP.

Jay presented the Auditors Highlights for the fiscal year ended March 31, 2020. It was a clean audit, which the Board approved on October 28, 2020 - later than typical due to COVID. Records were clear and Peter and his finance team were thanked. There are total assets of \$11.3 million, the majority being capital assets: land and buildings; homes; vehicles; and equipment owned. During the 2019-2020 fiscal year, a community shuttle van, laptops, and home renovations were added. Mortgages show a very low debt number. Budgets are usually zeroed out at the end of each budget year but due to COVID-19, some year-end spending was delayed.

The majority of funding comes from MCCSS - most going to wages and salaries. Social Enterprise revenue is impressive and the 2019 Golf Tournament and Van Raffle provided fundraising dollars.

Sean Ainley then asked for a motion to accept the Financial Statements.

**Moved by Karen Willison. Seconded by Larry Hogarth.**

*Moved that the Financial Statements and the Auditor's Report for the year ended March 31, 2020, be accepted as presented. Carried.*

**Moved by Karen Willison. Seconded by Max Lehmann.**

*Moved that Baker Tilly SGB LLP remain as the Auditor for E3 for the 2020/2021 fiscal year. Carried.*

## **APPROVAL OF ACTIONS OF THE BOARD OF DIRECTORS**

Mark Redmond noted the Board was active over the past year, covering a lot of unknown territory. The Board's major task is to oversee services provided to persons served as best we can and ensure we achieve our goals in fair and honest ways.

**Moved by Karen Willison. Seconded by Dr. Peter Roberts.**

*Moved that all acts, contracts, By-laws, proceedings, elections, appointments and payments, whether enacted or not, made, done and taken by the directors and officers of the association since the last annual meeting of the members on September 25, 2019, be, and the same are hereby approved, ratified and confirmed. Carried.*

## **PARTING BOARD MEMBERS**

Karen Willison thanked parting Board members Susan Kenney, who resigned part way through her term and Amran Nawaz for his contributions over the past year. They were both wished the best in all future endeavours.

## **NOMINATIONS REPORT**

Mark Redmond outlined By-laws which govern the Election of Officers and Terms

He outlined the following persons as being eligible for re-election:

Mark Redmond	Dr. Peter Roberts	Sean Ainley
Sheri Bulfon	Mary Jane Santori	Karen Willison
Jesse Matchett	Mira Ortved	Dr. Farel Anderson
Max Lehmann	W. Jack Sim	

**Moved by Jack Sim. Seconded by Larry Hogarth.**

*Moved that the nominations be closed and that the candidate presented by the Nominations Committee, be declared as elected to the Board of Directors. Carried.*

## **RATIFICATION OF BY-LAWS**

Mark Redmond referred to the following changes as approved by the Board of Directors. Updating of By-laws is part of E3's current Strategic Plan. We have completed about 80% of the plan, as we approach the May 2021 deadline.

COVID-19 has caused some delay in a few of the initiatives. He added that By-laws are on E3's website in their entirety.

- *Change By-Law 3.3 Annual Membership Dues* - to increase to \$10 (Single or Family) to commence in 2021.
- *Add By-Law 3.4.2 Virtual Meetings and 3.4-2-1 Members' Meeting Held Entirely by Electronic Means* - added to accommodate the increasing need for meeting through the use of devices.
- *Change By-Law 4.1 Composition* - to reduce the number of members from 13-15\ to 9-12.
- *Change By-Law 8.1 Board of Directors* - reduce the number of board members stepping down each year from 2 to 1 member.

*Moved to ratify the above By-laws as recommended by the Board of Directors.*

**Moved by Sean Ainley. Seconded by Dr. Peter Roberts.**

*Moved to ratify the above By-laws as recommended by the Board of Directors. Carried*

## **CEO REPORT**

Christine thanked everyone for attending. This year's AGM is very different in that we aren't able to mingle and get to know each other. 2020 started out as a normal year. Technology was one of our main focuses. We looked at ways for the Resource Centre to become more engaged in the community. Heather and her staff have done a terrific job making services more inclusive. Renovations of the Centre were being considered.

As a multi-use space, we were able to house Out of the Cold. This partnership continues for the next 2 years, and they have received funding to use the motel for better distancing. We have further developed Social Media, with the hiring of a Media and Communications Manager.

We were using virtual meetings for Town Halls and that use has increased dramatically with COVID-19. Meetings are recorded and we are reaching all homes and programs. EarlyOn made the transition to virtual support seamlessly. Although our child care centre had to close, it reopened with great innovations. The virtual connections with activities for our day program participants include museums, yoga classes, karaoke, and much more. Staff in the homes have come up with amazing activities for persons served to participate in. Technology allows others to join. Community partnerships have strengthened and the local Health Team came into homes to give the flu vaccine to persons served and staff. The ReUse Centre reopened in July with new processes in place. At the beginning of the pandemic, our motel partnered with My Friends House and Out of the Cold.

Christine thanked E3's Board of Directors for their unwavering support.

Mark, thanked Christine and all the great people in the community that support our programs. Employment Services is out in the community, playing a major role in businesses around town. Success stories, as noted in the Annual Report, are because of the great things staff do. The food program is a great example of how staff have come together to keep persons served safe.

Mark thanked all members and the Board and looks forward to continuing the relationship over the coming year.

## **OTHER BUSINESS**

Mark Redmond invited Board members to meet for a brief meeting. No other business was noted. Guests were thanked for attending and wished a good evening - to stay safe and hopefully next year we'll be able to meet in person once again. Mark Redmond was thanked by Karen Willison for leading the Board.

## **ADJOURNMENT**

**Moved by Jack Sim. Seconded by Karen Willison at 6:22 p.m.**  
*Moved that the Annual General Meeting be adjourned. Carried.*

## **E3 Community Services...**

**...is dedicated to serving, supporting, educating, protecting and advocating for persons with developmental challenges of all ages and physical abilities, in order that they may grow, play, live and work in their community.**



**The narrative part of the Annual Report reflects activities, developments and projects undertaken in the current calendar year so members have more current information.**

**The Audited Financial Statements are under separate cover and reflect the 2020-2021 fiscal year ended March 31, 2021**

**MOVING FORWARD  
TOGETHER**

