

Annual Report

2018-19



DSL

DEVELOPMENTAL SERVICES
OF LEEDS AND GRENVILLE

Enhancing Abilities, Promoting Independence,
Advocating for Inclusive Communities

Since 1983



MISSION STATEMENT

Developmental Services of Leeds and Grenville is committed to providing a variety of clinical and support services which will enable persons with developmental disabilities to develop their potential within their communities.



ANNUAL REPORT 2018-19

Annual Report Stats

April 1, 2018 – March 31, 2019

Services and Supports (in excess of 564 individuals)

Adult and Community Services

- Advocacy
- Case Management
- Community Participation Support
- Foundations

Children's Services

- Advocacy
- Case Management
- Children's Service Planning Co-ordination
- Inclusive Child Care
- Children's Summer Groups

Passport Program

- Community Participation Support

Housing and Program Initiatives

- Family Home
- Enhanced SIL (teaching/training)

Residential Services and Supports

- Short-Term Treatment Home
- Dual Diagnosis Transitional Rehabilitation Housing Program (DD TRHP)

Specialized Services

- Behavioural Services
- Occupational Therapy
- Psychiatric Clinic
- Psychological Assessments/Consultations

Summer Students

- 4 Summer Students

Student Placements

- Early Childhood Education
- St. Mary High School (Co-op)
- BCI (Co-op)
- Child Youth Care
- Mental Wellness and Addictions

Distress Centre Lanark, Leeds & Grenville

- Responded to over 6,987 calls
- Over 112 volunteers

In Celebration of 35 years!

Established June 30, 1983



July 2, 2018 marked DSLG's 35th year of operation! The Ministry of Community and Social Services acknowledged the need for community based clinical services for individuals, due to the planned closure of St. Lawrence Regional Centre (June 30, 1983). On July 2, 1983 a small number of former St. Lawrence Regional Centre staff (approximately 15), walked across the lawn to the Ontario Government Building on the grounds of the Brockville Psychiatric Hospital, to begin employment with the new community agency ~ Brockville and Area Centre for Developmentally Handicapped Persons Inc. In 1988, the organization applied for a business name, a much simpler "Developmental Services of Leeds and Grenville". In 1989, the Board and Ministry decided to relocate the agency to downtown Brockville to reduce the stigma associated with the hospital and the institutional setting. As the organization continued to grow, programs were added including Adult Protective Services, Distress Centre, and Inclusive Child Care Services. In 2012, the agency re-branded with a new logo and introduced a position statement: "Enhancing Abilities, Promoting Independence, Advocating for Inclusive Communities" to better communicate to the community at large what DSLG is all about.

In 35 years, keeping pace with the Ministry's transformation agenda for services in the DS sector, the agency expanded from 15 staff to over 80 (full-time, part-time and casual) to meet the needs of individuals and families within the community. Programs continue to evolve and focus on community based programming with teaching/training models, inclusive participation in the community, case management services,

innovative residential options, and clinical and specialized services. DSLG has had only three Executive Directors (Dr. K. J. Van den Heuvel, Mr. Geoff McMullen, and Mr. Tom Turner), and three Board Chairs (Rev. Phillip Horrigan, Ms. Wendy Earl, and Ms. Pam Little).

To celebrate this special anniversary, a staff luncheon was held at the Tall Ships on June 20, 2018, and included a presentation of staff service awards based on the number of years of service. Opening remarks were provided by Pam Little (Board Chair) and Tom Turner (Executive Director), followed by a guest speaker, Mr. Keenan Wellar (Executive Director of "Live, Work, Play" an Ottawa based agency), with an inspiring message: "Inclusion, Citizenship, The Role and Importance of Staff Supporting this Process".

Pam Little, Board President
Brian Alexander, Board Vice-President



I am extremely proud to have been part of this organization since the beginning, and to have shared in the growth, successes and accomplishments!

Respectfully submitted,

Linda Ostler
Executive Assistant

Annual Report of the Chair

Annual General Meeting • September 16, 2019

In its 36th year, Developmental Services of Leeds and Grenville continues to serve the individuals and their families in Leeds and Grenville. Our varied services support children and adults achieve their potential in their communities. This is achieved through four sites in Brockville augmented by outreach offices in the communities of Gananoque, Elgin, North Grenville and Prescott. With a strong belief in an inclusive approach, our staff work side by side with staff in day cares, schools, community college and community settings to support their clients in achieving skills to function effectively within the setting, leading each to achieve maximum independence.

Our thanks to the Management Team. This year, as in the past, the corporation remains successful in managing its capital assets as well as continuing to effectively function within budget and assemble a fine team of people. It is your collective energy, skills, management and philosophy which are the backbone of our organization. Under your guidance, DSLG has maintained a belief and drive to make the changes necessary to achieve forward momentum when status quo is easier, but less effective in meeting our mandate. It is challenging balancing the political realities, time constraints and professional requirements while being an effective leader of people. The Board understands that each of you bring individual skills that have shaped DSLG into a respected leader in the field.

The Board extends their thanks to front line staff. We recognize your day to day work is what makes the agency successful and our reputation so well regarded by our partners in Leeds and Grenville and by families grateful for your support and guidance in navigating the system and in supporting the growth of their family member. We appreciate your professionalism and your continuing quest for improvements in the breadth of services offered to clients.

Finally, thanks to my fellow Directors for their oversight during Board meetings. We welcomed two new members to the Board during the past year. Wendy Earl has rejoined the Board, having previously served as the Chair of the Board from May 1992 to June 2003. She brings her vast experience and commitment to the mandate of D.S.L.G. Kelly Wu brings her experience from the Health sector to the table, which supports our discussions and decision making. To all my colleagues, thank you for your commitment of time, knowledge and dedication in providing oversight of an organization which supports so many individuals and families in Leeds and Grenville.



Respectfully submitted,

Ms. Pam Little
Board Chair

Executive Director's Report

Annual General Meeting • September 16, 2019

"Disability is a matter of perception. If you can do just one thing well, you're needed by someone." Martina Navratilova

Our agency strives for social inclusion, opportunities to contribute in a meaningful way, relationship development, and the right to make choices for the individuals we work with. Our staff continue to push the barriers to achieve fulfilling the mission statement of the agency. We challenge and question each other when planning for individuals, and ask whether we are assisting in building relationships, and community opportunities, or providing care and supervision.

We continue to promote our clinical services to staff, when working with individuals who may require assessments, medication, and consultations for planning, and tailor these results to assist in recommending and building practical community skills. Our clinical team has been supportive to all teams and programs, as well as, our partner agencies.

People who have an intellectual disability, families and community agencies are connecting like never before and taking active roles in meaningful community-building projects, with the purpose of creating a society where everyone belongs. Our staff and agency continue to build a culture of inclusion. We have had some great success stories with individuals becoming participants in our community as volunteers or with employment opportunities.

Our agency has been successful in continuing to grow- we have expanded services in our Passport program, Housing Initiatives program, and our Adult and Community Participation Supports. Through these programs, we have been able to hire full time positions, and several casual Community Support Workers to provide one-to-one supports and skill development activities.

Our Inclusive Child Care program (ICCP) has been faced with some changes due to the oversight of the Ministry of Education and our contract with the United Counties of Leeds and Grenville. The scope of the role is to provide the majority of services within the Child Care settings. Our Resource Consultants continue to provide professional service to young individuals through training, modeling, and working collaboratively with the various Day Care Centers. We will continue to look at how best to serve families of children in the ICCP program when they require further services.

We continue to provide Service Planning Coordination to families, through our recent partnership with the Kingston Health Sciences Foundation (Kids Inclusive). This program services families who require complex coordination assistance who are involved with numerous agencies. We have recently been able to increase the staff's positions to full time, which is helpful to families and the retention of staffing.

We have reviewed and coordinated agency policy and services over the past year, with the return of our Director of Client Services and the hiring of our Human Resources

Manager. These positions provide guidance and support to all programs, and Managers in many areas, who all work together to provide quality service to the individuals we serve.

The agency continues to communicate to the Ministry and community partners the need for more specialized, clinical services for our sector. We have made clinical services a priority for the agency, and continued to recruit in this area. We recently hired an additional psychometrist to assist with our DSO contract, and our waitlist for assessments, and a full time psychologist to supplement the team. As the Specialized/ Professional Team continues to grow, we will review and evaluate gaps in services, provide more community consultations and continue to plan for potential expansion to Lanark County.

The agency provided some internal training with staff development days, and approved external conference and workshop attendance for staff to gain further skills and share information with their teams. One of our Social Workers presented an excellent workshop at the annual OADD conference. Our partnership with Developmental Disabilities Consulting Program (DDCP) continues to offer psychiatric clinics, and this is available to all DS agencies in Leeds and Grenville, coordinated by DSLG.

The Ministry continues to transform, change, create, and develop new initiatives, which has caused concern across the province, in terms of services for individuals with developmental disabilities. A change in government happened in the fall, and we are waiting to hear what their perspective and business plan will be. Our agency manages quite well, because management and staff work hard at strengthening, expanding, and revising programs. Our reorganization of programs continues to build the foundation of inclusion.

We are a strong agency with a multitude of services, and this has allowed us to provide a holistic approach to individuals, blending both clinical and support needs when required. We will continue to provide choice, and at the same time guidance and teaching, to allow individuals to reach their potential as community citizens. The quality of people's lives is directly related to their relationships and connections in their community. Our agency is challenging our perspective and thinking regarding the possibility of "citizenship" for our individuals, from "they never will" to creating opportunities and accommodations, to prove us wrong!

Services and expectations are changing fast - just when you might be thinking "Wow we are awesome" comes the realization that standing still always results in organizational decay. Renewal requires constant vigilance and an energy for self-improvement. We are a strong organization, but we cannot sit still. Again, I would like to commend the staff, management and Board for their dedication and hard work (but also because you get it! - inclusion, relationships, social capital). Thank you for providing quality service to the individuals we serve, and promoting the goal of inclusion for everyone.



Respectfully submitted,

Tom Turner
Executive Director

Quality Assurance Measures Compliance Review

Developmental Services of Leeds and Grenville successfully completed its fourth Quality Assurance Measures Compliance Review in September 2019. This systemic review process is committed to a consistent and proactive approach to identify, monitor and manage compliance with legislation, regulation and policy directives of all MCSS-funded services and supports for adults with developmental disabilities. The primary purpose of the inspection is to provide consistent expectations and to ensure high quality standards of care and safety for all adults with developmental disabilities.

The review covered the time period from May 29, 2018 to September 3, 2019. The compliance inspection included a review of the Agency's: Policies and Procedures, Board Records, Staff-Volunteer Records, Individual Records, Records and Documentation, as well as, Program Specific Standards. Service Specific Site Inspections and discussions with staff were included in this years review. Specific programs targeted under the compliance review for 2018/2019 included Dual Diagnosis Transitional Residential Home Program, Short Term Treatment Home Program and Supported Independent Living. A total of 351 distinct compliance indicators were used as part of the review process this year.

The results from the Compliance Review identified 100% compliance at the point of review with no outstanding items for follow-up. The agency was provided several recommendations that each program will be working on over the next year.

Moving forward, we continue to be committed to ensure we meet Quality Assurance Measures for all funded programs and we strive to ensure compliance with all requisite areas under review. The agency has developed a comprehensive work plan to ensure we reach our Continuous Quality Improvement Goals over the next year.



Respectfully Submitted,

Lisa Crawford

Manager
Quality Assurance and Distress Centre

Children's Coordinated Service Planning

Developmental Services of Leeds and Grenville continues to successfully implement Coordinated Service Planning in conjunction with Kidsinclusive.

Dedicated Service Planning Coordinators (DSPC) have participated in the process of building community rapport around the Single Plan of Care (SPOC) process. This includes providing knowledge transfer meetings with community services providers, families, as well as continuing to participate and facilitate the Community of Practice. Recently there has been discussion around engaging medical personnel and continuing to advocate for the shift of increased collaboration.

Referrals continue to rise with the increase of knowledge and participation of the community around Coordinated Service Planning. We both have full caseloads and the service is a valuable resource for complex cases and families within Leeds and Grenville.

The service continues to provide quality, seamless, and family-centered services to the families we support. This is effectively implemented through the use of "The F Words of Childhood Disability" from CanChild. Their tools assist families to create goals based on Fun, Fitness, Family, Friends, Function, and Future.

Families would not have access to this service, facilitated through DSLG without the support and partnership with Kidsinclusive.



Respective Submitted,

Katie Purcell and **Holly Martin**

Dedicated Service Planning Coordinators,
Children's Services

Children's Summer Social Skills Groups

The Children's Services team completed another successful social skills building group in 2019. The purpose of the group was to allow the children involved to build social skills in a group environment that will allow them to further develop and build relationships in a community setting. The summer group was based in the community, utilizing resources such as the Brockville Public Library Tinker Lab, Brockville splash pad, YMCA, DSLG Pottery Studio, as well as other community resources.

The group's success was derived from the model used to best aid in the social development of the children who participated. This model offers families the opportunity for their children to successfully participate in the group through a low child to staff ratio; each group had 2 summer students supporting a maximum of 5 children at a given time. There were a total of 30 children who had the opportunity to participate in this group that is unmatched within Leeds and Grenville. All children who participated not only made a number of new friends, but also made memories that will last a lifetime!

The success of this group could not have been made possible without the planning and dedication put forth by the four professional students who were hired, as well as the ongoing support from DSLG's Board of Directors. The staff, families and most importantly, the children, look forward to another successful summer in 2020!



Respectfully submitted,

Shane Newcombe and **Katie Purcell**

Children and Family Community Counsellors

Tumbling Together Therapy Program

I am very excited for the opportunity to be a part of the Specialized Services team as the new Occupational Therapist. One of the highlights of taking on this role has been joining the Tumbling Together Therapy program.

Tumbling Together is a program that incorporates movement and situational learning, as well as interprofessional collaboration, to provide family-centred and individualized supports to children with complex special needs. I would like to share a "snap shot" of a morning at Tumbling Together:

When you arrive, you are greeted by the friendly team members (made up of Speech and Language Therapists, Occupational Therapists, Children's Mental Health counsellors, and children's service workers). The gymnasium is set up with 4 unique circuits, created in collaboration among the gym coach and the therapists, to challenge the participants' self-regulation and gross-motor skills and coordination. The gym floor appears strewn about with blue and yellow mats, in addition to other visual supports such as stop and go signs or line up signs. This is to promote participants' language and communication skills, as well as help the children learn to follow the group plan.

To begin the session, the gym coach rings a bell and takes attendance. The young participants line up and follow her in the gym. They are joined by the rest of team, who are dressed in dark colours to blend into the background. This is done so the coach stands out as the leader. The participants are brought to the open floor where coloured mats are displayed in a circle. Once seated, everyone removes their socks and the coach leads them in a Welcome song. The team members expertly prompt each child's engagement by helping with actions and singing.

Next is a line up activity, a key skill for school readiness. All the participants are prompted to close their eyes while the coach leaves the group to "hide". When they hear them, they rush to find her somewhere on the floor and practice lining up.

After a few repetitions, the coach brings the group to the first circuit. They start with climbing up a "rock wall", down a slide, and then a roll over a bar. The coach teaches the children about where to position their hands and bodies; with a deft motion, she has them over and onto the next element.





They learn to “monkey shuffle” down a bar, to hold their own weight hanging from a bar, and to bear crawl which requires the coordination of lower and upper body.

With crawling and climbing, rolling and twisting, each child is individually supported to practice each element. With each success, their excitement and confidence start to grow. Smiles emerge from anxious faces. Chatter erupts about “what is next” and “wait, wait, wait” as they eagerly await their

turn for the next task. Each circuit has a different challenge: walking the high balance beams, jumping on the big trampoline, or crawling through tunnels. Motor skills are challenged and the participants learn new patterns for movement. At the same time, they are learning skills for taking turns, waiting, and strategies for staying calm and alert, to stay in the “just right” state for participation. What looks like fun play is actually critical work in preparation for school and group learning.

Every session ends with a closing circle: a good-bye song, socks back on, and quickly the child is in the arms of his or her parents. While the parents were watching, a Children’s Mental Health counsellor provided social support and coaching about what is happening on the floor and how to apply these strategies at home.

Although I am still new to this program, it does not take an experienced eye to recognize the benefits of this program. The supports embedded into each element promote the child’s safety and well-being above all. The interdisciplinary team works together to identify individualized goals for each child within the four key areas of self-regulation, gross motor skills, language and communication, and overall school readiness. Progress toward these goals is monitored after every session. The positive and close support provided by the adult helpers to each child proves to be effective at seducing even the most reluctant child to find a way to participate.

At Tumbling, each success, no matter how small, is celebrated. This program is designed to highlight a child’s strengths and abilities. Importantly, this provides parents with an opportunity to see their child in a new light, to see the beauty and strength in each brave and new attempt. This is a space that champions the children who face barriers in almost every other area in their life. At DSLG, the mission statement calls us to enable our clients to develop their potential in the community. I am pleased to be a part of a program that seeks to maximize the potential of each child who participates. It has been enriching and edifying to be a part of this initiative.

Respectfully submitted,
Courtney deKroon MSc.OT Reg. (Ont.)
 Occupational Therapist

Community Participation Supports Community Connections - Helping the Homeless

Community Participation and Supports continues to build partnerships with various community resources and businesses. In fulfilling our agency mission, we strive to provide opportunities, and join initiatives that support and link individuals in their community. This year the participants in the Community Connections Program were presented with a great opportunity to “give back” and promote inclusion in their community by assisting in filling backpacks with useful items for individuals in need in our community.

Interested individuals were very excited to be assisting Community Support Worker, Linda Johnson, in conjunction with the Centennial Road Church’s program to provide backpacks. The group began their work on September 29th by helping to collect items and then proceeded to fill 24 backpacks. On November 29, they were involved in distributing the backpacks to the homeless. The goal was to fill 100 backpacks.

This is just a small way to give back to the community and to have our Individuals involved in community activities and participate as citizens. The project was spearheaded by Linda Johnson with the Centennial Road Church, and completed by individuals in Adult and Community Services (Community Connections).



A great job and well done by everyone!

Respectfully submitted,
Karyn Wilson
 Community Participation Support Facilitator

Community Participation Supports Foundations

The Foundations Program teaches skill development in the area of adaptive living for young people with developmental disabilities transitioning into their community after the completion of high school. The program is based on the assumption that a major goal for individuals with a developmental disability is to live as successfully and independently as possible, in a natural community setting.

The program offers a variety of skill development that focuses on the (CALS) Checklist of Adaptive Living Skills, which is a tool for program planning and development of individual goals. The CALS is a criterion-referenced assessment that assists in developing an individualized plan based on specific adaptive behaviors related to four broad domains of adaptive skills.

These skills are taught individually or in small group sessions. We have found that small group sessions assists in individuals learning from each other, as well as, fosters relationships amongst the group. The material is modified at times, and provides a teaching and experiential process that relates the information to the individual, and in real life settings.

Some of the specific adaptive behaviors taught are related to self-care, health care, employment opportunities, money management and shopping, home living, meal



planning and preparation, community use, mobility and travel, as well as recreational activities. The participants take an active role in developing the schedule that runs on a 12-16 week cycle. Groups are adapted to the needs of the participants, and this helps create a learning environment that reinforces the retention of these skills. This is accomplished by a "learn at your own pace" approach, to ensure the material is practiced and rehearsed several times, to assist with a successful transition to independent living, and potentially employment opportunities.

We have seen many success stories of individuals becoming independent in their own living environment and making connections to their community through volunteer opportunities and social networks. Participants have expressed that they have developed good skills over time, in an enjoyable environment with others looking to develop similar skills.

Recently, the participants were involved in the Home Living session, and traveled to the Brockville Fire Department to discuss and learn Fire Safety and First Responder. They also gained information regarding emergency services and resources available to them in the community.



Respectfully submitted,
Steve Armstrong
Foundations Facilitator

Financial Highlights for 2018/19

Developmental Services of Leeds and Grenville offers a diverse range of clinical and support services funded through multiple sources. The Ministry of Children, Community and Social Services (MCCSS) is our primary funder. Additionally, we receive funding from Lanark Leeds and Grenville Addictions and Mental Health (LLGAMH), United Counties of Leeds and Grenville (UCLG) and Individualized Funding through Passport and Special Services at Home (SSAH).

Total consolidated revenue and gross expenditures increased by 9.0%. This growth was primarily due to an increase in individualized client funding, MCCSS Stabilization Funding and MCCSS funding for Multi Year Residential Placements. Through good planning the organization maintained the stability of high-quality client services and well maintained facilities and equipment.

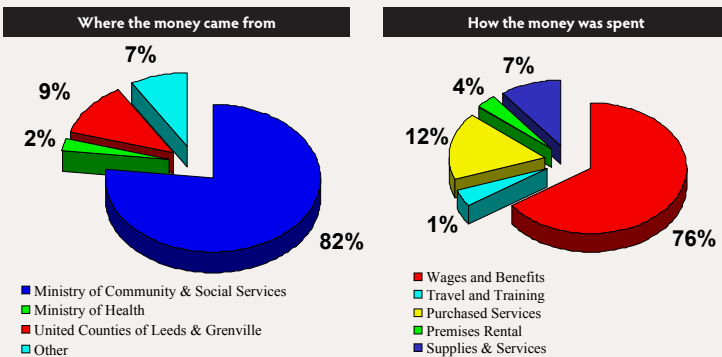
The organization has made a significant investment in continuing with the development of a web-based Integrated Information Management System. The IMS system ensures that we meet accountability requirements of our funders and improve decision making that enhances day-to-day service delivery.

In 2018/2019 we completed a major upgrade of our Network Servers, Computer Systems and Network System Software. These new systems and software dramatically increase our preventative, detective and reactive safeguards to lower our Cyber Security risks. Also, our auditing firm completed a Cyber Security Audit for our organization. The components of our Security Audit included the following:

Maturity Analysis to measure our safeguard and security maturity, analyze threats, vulnerabilities, safeguard strengths and resulting risk. The organization scored very well and has been working towards implementing the recommendations from the final report. Development of an Incident Response Plan which included Preparation; Detection and Analysis; Containment, Eradication and Recovery; Post-Incident Activities.



Respectfully submitted,
Dale Crawford
Director of Finance



Distress Centre Lanark, Leeds and Grenville Annual Report 2018/19

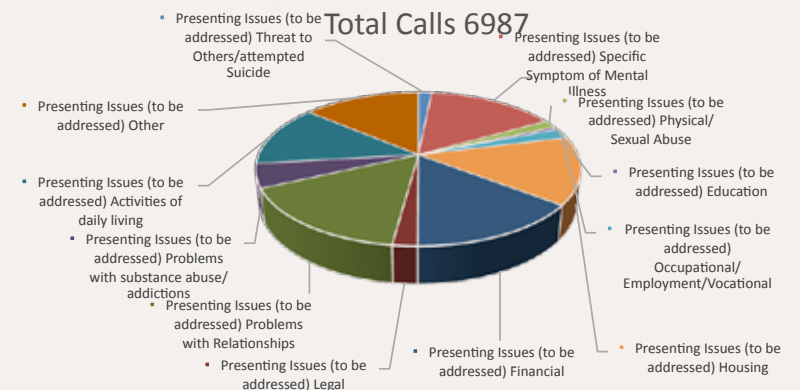
The Distress Centre of Lanark, Leeds and Grenville for more than 25 years, has worked on behalf of, and with the Ministry of Health and Long Term Care, the Local Health Integration, and Lanark, Leeds and Grenville Addictions and Mental Health network to build capacity of the community to offer distress and crisis line service and provide suicide prevention support. Over 112 trained volunteers from the community have responded to over 6987 calls from April 1, 2018 to March 31, 2019 and has supported 43 warm – line referral service recipients. In addition, the program trained 24 Participants in the ASIST Suicide Intervention Workshop and trained over 30 new volunteers for the program during this time. The chart below provides a detailed breakdown of types of presenting issues that Distress Centre Volunteers have assisted callers with over the past year.



For the past 9 years, the Distress Centre has been a supportive member of the LEAD Team Protocol and has sent over 72 volunteers to participate in its community training and response initiative. The Distress Line is a proud supporter of this worthwhile endeavour.

As part of our Community Awareness Campaign, in the last year the Volunteer-Coordinators have been actively involved with promoting the service and the program by doing monthly community presentations. These activities included the following groups in our community: Victim Services Lanark County, STTH/DDTRHP and Clinical Support Services through Developmental Services, and participated in the Volunteer Fair at the 1000 Islands Mall organized by the Volunteer Centre where the Distress Centre is a member. In addition, the staff completed information sessions with St. Lawrence College students who were enrolled in social service type programs.

Respectfully submitted,
Lisa Crawford
Manager, Distress Centre



2019 Student Awards

Since 2007, DSLG has offered student awards to first year post-secondary students pursuing a career in a field related to developmental/intellectual disabilities. A one-time financial award is given to one student at the university level, one student at the college level, and one student at the graduate level. Many award recipients have stayed connected with DSLG (student placements, summer student positions) and have pursued employment opportunities post graduation.

The 2019 selection committee consisted of two Board members, Ms. Wendy Earl and Ms. Kelly Wu; Ms. Lisa Crawford, Manager, Quality Assurance and Distress Centre; and Mr. Tom Turner, Executive Director. There were no applicants this year for the R.G. McMullen award (graduate category). The following individuals received an award during a presentation held on August 8th, 2019:

Megan Blanchard

(\$750) registered in the Child & Youth Care Program at St. Lawrence College.

"I have worked in child care, been on student council, worked in the TD summer reading program and I have helped run Special Olympics. This field is something that I am very passionate about and I believe that because of my passion for it, I can make a difference in the lives of many children. Having been given the chance to be around kids my whole life has shown me how much I would like to pursue and study that in the future, and make good use of the passion I have for it."

Jadyn Hurlbert

(\$1000) registered in the Honours Bachelor of Behavioural Psychology Program at St. Lawrence College.

"While growing up I always knew that I wanted to work with and help people, but was not sure in which capacity. I determined that working in a field of behavioural psychology through my time spent volunteering at a SMART PLAY program through Big Brothers Big Sisters at my elementary school was the career path for me. Working in child care has also helped me to make this decision as it strengthened my passion as I worked with a variety of different behaviours. I am always motivated to help children, specifically those with special needs to reach their fullest potential and help them live a happier life."



From L-R: Megan Blanchard, Tom Turner (Executive Director), and Jadyn Hurlbert.




Lifelong Interest in Helping Kids & Adults with Disabilities

In September 2018, a long-time resident of Brockville passed away, and we learned that her funeral arrangements stated donations could be made to Developmental Services of Leeds and Grenville. She and her family were not known to the agency, and we were not sure what the connection was, although her obituary stated she **"had a lifelong interest in helping kids and adults with disabilities"**. As a result, DSLG received many donations.

Shortly after the funeral, her son came to the office with an additional cheque, and provided the details (why their mother requested funeral donations go to DSLG). He said that his mother's phone number was very close to the agency's phone number, and as a result, she frequently received calls from individuals throughout the day who thought they were calling Developmental Services, noting it started when the agency first opened in 1983. The "wrong number" phone calls happened frequently and she got to know some of the callers, and would look forward to these calls, enjoyed visiting with them, listening to their stories, and of course, would tell them at the end of the conversation that they had the wrong number. They said their mother developed a strong connection with the agency, and in fact, some of the staff in reception recall talking with her over the years (when she called to report that she was getting frequent calls from individuals trying to contact DSLG).

The family also donated some of their mother's belongings to the agency (commode, walker, canes, etc.) so that the equipment could be offered to individuals we support.

The family was informed that the donations were very much appreciated and were thanked for sharing this touching memory with us.



“The Board extends their thanks
to front line staff. We recognize
your day to day work is what
makes the agency successful and
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