

# Annual Report

## 2020-21



# 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/  
intellectual disabilities to develop their  
potential within their communities.



**DSL**  
**LG**

DEVELOPMENTAL SERVICES  
OF LEEDS AND GRENVILLE

# Annual Report Stats

April 1, 2020 – March 31, 2021

## **Services and Supports (in excess of 476 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**

- Individualized Funding

### **Housing and Program Initiatives**

- Family Home
- Enhanced SIL (teaching/training)

### **Residential Services and Supports**

- Dual Diagnosis Transitional Rehabilitation Housing Program (DD TRHP)
- Community Referrals

### **Specialized Services**

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

### **Summer Students**

- 4 Summer Students (Children's social/recreational groups)

### **Student Placements**

- There were no student placements during this period due to the global pandemic (COVID-19)

### **Distress Centre Lanark, Leeds & Grenville**

- Responded to over 7575 calls
- Over 109 volunteers

# Annual Report of the Chair

Annual General Meeting • September 27, 2021

It has been another year of working from the COVID playbook, for our DSLG clients, staff, Management Team, and Board of Directors. This has resulted in a drastically changed way of supporting clients and families, delivering programs, and working together with other community agencies in meeting the complex needs that are all part and parcel of the role that DSLG serves in the community. DSLG's mandated vision of an inclusive, community-based approach when working with clients has been severely curtailed because of the health risks and subsequent precautions put in place to curtail the spread of the virus. This has added extra challenges to staff and management alike, and demanded novel ways of meeting the needs of individuals and families. Our thanks to everyone for the collective effort required and your willingness to change and adapt with each challenge you faced during the past 18 months.

Developmental Services continued its work on other initiatives over the last year. Some have been curtailed and slowed down because of COVID. The renovations and hook-ups for the Community Treatment Home were delayed, which resulted in the postponing of the opening of the home serving four individuals upon completion (2 treatment beds, 1 respite bed, and 1 emergency bed). Thankfully, not all programs have been as severely affected and despite restrictions, staff have been able to offer structure and programming needs to our clientele.

Congratulations to DSLG for attaining their second four-year accreditation for the organization. This speaks to excellence in all areas of service. The work of everyone goes into ensuring the vision for those services are met at the highest possible level. The Board fully appreciates the documentation, organization and effort this requires from every employee.

The Board extends their thanks to front line staff. Although your day-to-day work has looked different during the last few months, your creativity, compassion and care in delivering service has been reported to the Board of Directors through monthly presentations by every manager in each of the program areas. Congratulations on your reflective practice and implementation of your specific responsibilities in our organization.

Thank you also to the Management Team under the leadership of Tom Turner. The year has evolved from “managing from a distance” to hopefully being able to have some face-to-face contact with colleagues and clients. While we are all grateful for the technology allowing us to have regular meetings, they are not a substitute for the energy and collegiality of working with a team in person. Thanks also for making the mental health of our employees a focus. Each family had their own unique circumstances requiring extra time, care and in some cases support on your part.

Once again, thank you to the financial team at DSLG for making the Board of Director’s job of fiduciary oversight of DSLG’s financial management such an easy part of our job. The financial overviews provided monthly with extra detail communicated by the Director of Finance and Executive Director, give each of us confidence that DSLG is moving in the right direction.

Thanks to my fellow Directors in providing oversight over the affairs of DSLG during the past year. It is always a pleasure to follow the depth, breadth and perspective of each of you in our discussions. We have continued to meet remotely and thanks to reports by Managers and monthly Executive Director’s reports, we all managed to keep abreast of developments and make decisions that way.



Respectfully submitted,

**Pam Little**  
Board Chair

# Executive Director's Report

Annual General Meeting • September 27, 2021

*"Your Disability is Your Opportunity."* Kurt Hahn

This quote speaks to the resilience of the individuals we work with. They have shown us their strengths in coping with the hardships of the pandemic. The combination of this, and providing "virtual" supports, has made us realize what "heroes" they are. The pandemic was their **opportunity** to shine.

It's been a very difficult year for staff, clients, family and society. We have been experiencing a pandemic of "global proportions" with "life-altering" implications. "Scary" words in an uncertain time lead many of us to worry about the safety of family, friends and ourselves. This in combination with a continuous 24/7 bombardment from the media, made it hard to figure out what was fact and what was fiction. It created a lot of stress and fear. It was a tough and tiring year and a half that staff had to deal with 4 separate waves of the pandemic.

## Highlights of the turbulent times

After dealing with the pandemic's emergency orders and the provincial shutdown in the late winter and early spring (2020), things began to get better with some restrictions lifted, and the provinces "Re-opening Plan". By September 3rd, 2020 the Province was in Stage 3 of the Re-opening Plan.

Staff were able to provide services in a slow structured process. The main building remained closed to the public with the exception of "pilot" assessments, with debriefing and safety adjustments if required. We were able to provide some programming at some locations, with limited numbers and PPE as necessary. There were also some direct contacts with clients in the community with screenings and PPE for medication and food delivery and other support. Clients and families deemed "essential" were provided on-going service with safety protocols in place. All 24/7 programs remained open, as well as the Distress Line for after hours support.

Inclusive Child Care Program (ICCP) staff were busy preparing for Child Care Centers to open, and we were waiting to hear from the Province regarding directions for school openings/options.

Our local area continued to do well with active case numbers, however, other regions of the province began to struggle. By mid-September there was talk of another lockdown in weeks, unless the numbers were to decline. At the same time the Ottawa region had declared they were now into the 2nd Wave. The Province started putting some further restrictions on some regions that were struggling with high numbers of active cases. Through September and October, our agency Infection, Prevention and Control (IPAC) committee monitored directives from the Health Unit, Province

and our Ministry in regard to changes in directives and new regulations, and this information was distributed to staff through memos and weekly updates. Staff and clients did extremely well with following health measures (masks, social distancing, cleaning, hand washing etc.), getting tested if required, and at this point, we did not have any cases.

In November the Government released a three (3) tiered system for COVID restrictions. Again, our area and agency continued to do well and Lanark, Leeds & Grenville was deemed to be in the "Green" (Prevent) stage. Staff continued to do very well with safety protocols and providing services to clients and families. Programs continued with some face to face contact, telephone checks, and a variety of virtual platforms such as computer, iPad, zoom, and other video means. However, the "Hot Spots" (Toronto, Peel, and York) were moved from the Red (Control) to Lockdown during this period. We received some enhanced protocols for congregate settings from the Ministry during this period as a preventive measure. Again, we needed to pivot and shift protocols and strategies.

Active case numbers continued to rise in Lanark, Leeds & Grenville in December, and enhanced safety protocols were in place at the agency. The Health Unit announced our area moving from green to yellow (Protect) level. Our programs/services continued with smaller group numbers due to the restrictions, and on December 22, 2020 the Government announced a **Provincial lockdown beginning December 26, 2020**. Our agency continued to be deemed an "essential service" so some direct services continued, while others reverted to telephone check-ins, and virtual service.

In January 2021 during the lockdown, the Government announced a **State of Emergency, for 28 days on January 14, 2021**. This included a **Stay at Home Order** to all citizens. Management and the IPAC committee issued information and work expectations for all staff and Managers for the "work at home" process. Technology was distributed to staff that required it, agency phone lines were made accessible for all people, and support/supervision and PPE was available to all operational programs - congregate settings, some Supported Independent Living (SIL) individuals, Passport clients, and ICCP checking in on Day Care Centers. Staff learned to be creative and innovative in providing service through virtual means and check-ins. It also availed some time for staff to be able to acquire some on-line training and learning.

The commitment, hard work and dedication of staff was recognized not only by Management, but also by the FOCUS Accreditation assessors, the Regional Ministry office, and our Ministry Program Supervisor.

February 2021, we were dealing with the lifting of the Emergency Order/Stay at Home Order, vaccine planning and scheduling, staff returning to work locations, and information regarding school updates. Unfortunately, at this time, there was also speculation and health modeling of a resurgence of the virus for March or April. **Mid-March it was announced a 3rd Wave had arrived.** Cases were rising

across the province. Our area had moved from Green to Yellow (Protect) to Red due to some outbreaks in Lanark. By March 31, 2021 the Government was warning about another possible "lockdown." On April 1, 2021 Government announced an Emergency Shut Down, so we had to change our staffing and service model. On April 7, 2021 they announced a 4-week State of Emergency and Stay at Home Order. As you can see, the agency had to deal with a bit of a "yo-yo" regarding staffing and services. The IPAC committee was in constant touch with the local Health Unit and Province. **The Emergency Order was extended into May 2021.**

Unfortunately, the DD-TRHP (Dual Diagnosis Transitional Rehabilitation Housing Program) had a small outbreak on April 21, 2021. The DD-TRHP manager and staff responded quickly and worked with both the local Health Unit and an IPAC Health Team from Kingston. Isolation and tracing was completed and the outbreak was declared over on May 6, 2021 (16 days).

In mid-May the Stay at Home Order was extended into June 2021. The agency continually monitored and supported staff to provide on-going support and new means of providing this support. Minor restrictions started to lift and vaccinations continued for staff and clients during this period. Our local area continued to have manageable case numbers and the provincial numbers were starting to decrease as well. It looked like a better summer if the numbers and vaccination rates continued to improve. The Province unveiled a Three Step Re-opening Plan in late May 2021.

June and July the case numbers continued to improve and vaccinations were being completed a good percentage across the Province. However, the Delta variant emerged during this point and caused great concern for the spread of the virus and especially in areas where the vaccination rates were lower. The province moved into Step 2 of the provincial plan, and staff returned to work locations in July. The IPAC committee worked hard at organizing staff locations, work space and safety protocols, as well as trying to provide a more robust service to the individuals we serve. The buildings remained closed to the public, with the exception of service on a case-by-case basis when approved. Due to a high percentage of staff vaccinations we were able to be a bit more flexible with service. Again, health measures and safety protocols were emphasized as the Delta variant continued to spread. The Province moved into Step 3 on July 23, 2021.

The agency staff continued to provide levels of service according to what the provincial and local Health Unit directives permitted. All essential clients continued to get regular and on-going support. The month of August continued with the status quo, however, the case numbers from the Delta variant and unvaccinated individuals began to rise, both locally and provincially. The Medical Table announced we were in the 4th Wave. The agency maintained all safety protocols throughout the ups and downs to safeguard all staff and clients throughout the pandemic timetable.



As well as dealing with the on-going measures of the pandemic, the agency worked hard at preparing, collecting, collating and submitting material for the FOCUS Accreditation process. This required several months of planning and the on-site and virtual assessment went well, and we were officially re-accredited in March of 2021 for a second 4 Year term.

We also continue to push forward to keep the Colonel Douglas site project moving regarding renovations, excavation, building permits, engineering drawing, and the sprinkler system drawings to be completed. This has been highly affected by the pandemic and has been highly frustrating for management and staff. This is beginning to look more optimistic as drawing have been submitted to the City and the excavation work for the pipeline has now been completed.

We continued with the hiring of staff for various programs to meet the needs of the community (Passports, Residential, and Housing). We have had several staff involved in several community committees on issues like Housing, Poverty, Children's Special Needs funding, APSW and Passport funding changes, and some provincial initiatives.

All staff in all programs showed enormous resilience and dedication in providing support and care to the individuals and families we serve throughout the turbulent times the pandemic caused over the past 18 months. Their work has been greatly appreciated. Programs continued to provide the level of service available, due to the directives, and some programs continued to grow. I want to especially thank the IPAC committee for their accomplishments of keeping the staff, agency and clients safe, as well as, getting pertinent information to all staff, to keep them updated and knowledgeable regarding the pandemic.

I am sure I missed some of the highlights over the past year, however it is with thanks to all staff, managers, and the Board for your continued dedication, support, guidance, and direction in maintaining quality services and programming for the agency throughout this unprecedented time.



Respectfully submitted,

**Tom Turner**

Executive Director.

# DSLГ Achieves Second 4 Year Accreditation



DSLГ achieved a 4-year accreditation through FOCUS in June 2015, and is extremely proud that we were successful in becoming re-accredited with FOCUS Accreditation for the 2021 – 2025 period.

The accreditation process consists of standards and processes that reflects sector best practices and values. The FOCUS Accreditation Team looked at all aspects of how the organization provides services, from how individuals are supported to the effectiveness of its operations. This included reviewing services and supports, reviewing information and data, and collecting feedback from staff and various people who have a stake in the services being provided.

We would like to thank the Board of Directors, the Management Team, administrative support, staff, individuals who receive services, family members and community partners, who's participation and contributions to the accreditation review process made it such a great success.

Achieving this is a win for the organization, and clearly demonstrates the Agency's commitment to accountability and quality, and an overall desire to continue to improve the lives of individuals we support.

Moving forward, DSLГ will continue its commitment to ensure we meet all FOCUS Accreditation standards.

Respectfully submitted,



**Tom Turner**  
Executive Director



**Noella Klawitter**  
Director,  
Client Services



**Lisa Crawford**  
Manager,  
Quality Assurance

# SPECIALIZED SERVICES

## Psychiatric Clinic

In Partnership with the Developmental Disabilities Consulting program in Kingston, DSLG is pleased to be able to offer individuals access to the expertise of two Consulting Psychiatrists, Dr. A Drury and Dr. C Jones-Hiscock, as well as a Clinical and Forensic Psychologist, Dr. Jessica Jones. All three specialize in the field of Intellectual Disabilities.



**Dr. A. Drury**

Comprehensive Psychiatric consultations and follow-up appointments, for both children and adults, are offered on a monthly basis. Consultations are accessed through a referral from the individual's family physician. Consultations are holistic in nature, where both formal and informal support systems are encouraged to be part of the consultation process and treatment plan.

Dr. Jessica Jones provides clinical consultations in risk management and treatment planning for individuals with intellectual disabilities and autism spectrum disorders. Referrals to access Psychological services can be made directly with the Psychiatric Clinic Co-ordinator, Heather Laushway.

Referrals are accepted for individuals supported through DSLG as well as other Community Partners who support individuals with Intellectual Disabilities within Leeds and Grenville. In the past year, approximately 50 individuals accessed services through the Psychiatric Clinic. In the Spring of 2020, due to the global health crisis (COVID-19), service provision was shifted from face to face consultations, to virtual video consultations. This shift was relatively seamless, and we are pleased we were able to continue to provide this much needed service.



Respectfully submitted,

**Heather Laushway**  
Social Worker

# Supporting Early Learning Professionals - Inclusive Child Care

The goal of Inclusive Child Care is to support inclusion by ensuring that every child has access to quality early learning and care in their community. The program is designed to support children with diverse abilities. This may include speech and language, cognitive, physical, social/emotional, environmental and/or health needs. Our goal is to support early learning professionals using a consultative model utilizing coaching, modelling and resources in order to build capacity of the educators to offer an inclusive program for children.

The past year has presented our team and also the early learning community with many challenges to our typical service delivery based not only on the Covid-19 Pandemic, but also the resulting Ministry directives for Re-Opening Child Care (we are currently at version 8). All parties have proven to be nimble and creative in their ability to pivot in order to continue to provide quality programs.

The United Counties of Leeds and Grenville, Children's Services Department, released their Special Needs Resource Service Guidelines at the end of 2020. As a result of the release of this service guideline, much of 2021 has been spent reviewing and adjusting our current processes and practices in order to ensure they align with the guideline.

One aspect of our service delivery from Inclusive Child Care that will forever be our moral compass is the goal of providing exceptional support, coaching and modelling to our early learning community. Our Resource Consultants are committed to ongoing professional development to complement and further their already sound knowledge base and are eager to share their knowledge with all. I am truly honoured to have the chance to work with and learn from these ladies.



Respectfully submitted,

**Sarah Kaufman**

Manager,  
Children's Services and Inclusive Child Care

# FAMILY HOME - Providing opportunities for family living

Through the Family Home Program, adults with developmental/intellectual disabilities that require a supported living environment, are able to experience living with a family, where they receive care, support and supervision in a family setting. This model of service is also referred to as "Life Share" throughout the Province. Benefits of living with a family include increased independence and personal growth, and community integration. Successful matches between an individual sharing the home and the Family Home Provider can create positive long-term relationships. Rina Dillabough has been a valued Family Home Provider, and when asked her personal experience with the program, she provided the following:

*"I have been involved with DSLG for 14 years. I provided foster care prior to becoming a Family Home Provider. During this time, I have worked along side many of the workers from the agency.*

*I have to say during the last 8 years as a Family Home Provider, it has been a positive working environment collaborating with each other toward goals which enable individuals to reach their optimal potential in all areas of their development. People say it takes a village to raise a child. This statement is so true. Together we strive to make the clients of DSLG the best they can be. I have felt a part of this process by helping the young gentleman that lives in my home with the Family Home program. This young man has gained his driver's license and attended and graduated from St. Lawrence College. It is amazing to be part of a person's success story. It has been fun and rewarding. I always look forward to our visits with the Family Home Facilitator. We have shared many stories and laughs. If we can make a difference in one individual's life for success then we have done what we have strived to do. I look forward to many more meetings and get togethers so we are able to continue to grow and enhance everyone's lives with what we do one day at a time."*

Rina Dillabough

DSLG actively recruits new Family Home Providers on an ongoing basis. To learn more, or enquire about becoming a Family Home Provider, please visit our website at [www.developmentalservices.com](http://www.developmentalservices.com) or contact the DSLG office at 613-345-1290.



Respectfully submitted,

**Heather Nielsen,**  
Manager,  
Housing Initiatives Program  
including Family Home



# DSLГ Board Member Receives Ontario Volunteer Service Award

Ontario Volunteer Service Awards, offered through the Ministry of Citizenship and Immigration, are a way to thank volunteers for their continuous years of commitment and dedicated service to a group. DSLG is proud to have had Board Members that have qualified for this award, having 20 (or more) consecutive years of service.

In March 2020,  
**Alf Platts**  
received an Ontario Volunteer  
Service Award.

Awards were presented virtually due to the global pandemic, rather than the local event organized in the past, where individuals are honoured and presented with the award in person.

Alf joins a number of Board members who have previously received this honour: Wendy Earl, Dreas Arkeveld, Brian Alexander, Pam Little, and Harry Kingscott.

# Distress Centre Lanark, Leeds and Grenville Annual Report 2020/2021



The Distress Centre of Lanark, Leeds and Grenville for more than 27 years, has worked on behalf of, and with the Ministry of Health and Long-Term Care, the Local Health Integration Network, and Lanark, Leeds and Grenville Addictions and Mental Health to build capacity of the community to offer distress and crisis line service and provide suicide prevention support. Over 101 trained volunteers from the community have responded to over 7575 calls from April 1, 2020 to March 31, 2021 and has supported 46 warm – line referral service recipients. The program staff trained 26 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 11 years, the Distress Centre has been a supportive member of the LEAD Team Protocol and has sent over 76 volunteers to participate in its community training and response initiative. The Distress Centre is a proud supporter of this worthwhile endeavour. In addition, the Distress Centre has been a member of Distress and Crisis Ontario for 27 years and as actively participated in various training opportunities provided by the organization. As part of our Community Awareness Campaign, in the last year the Volunteer-

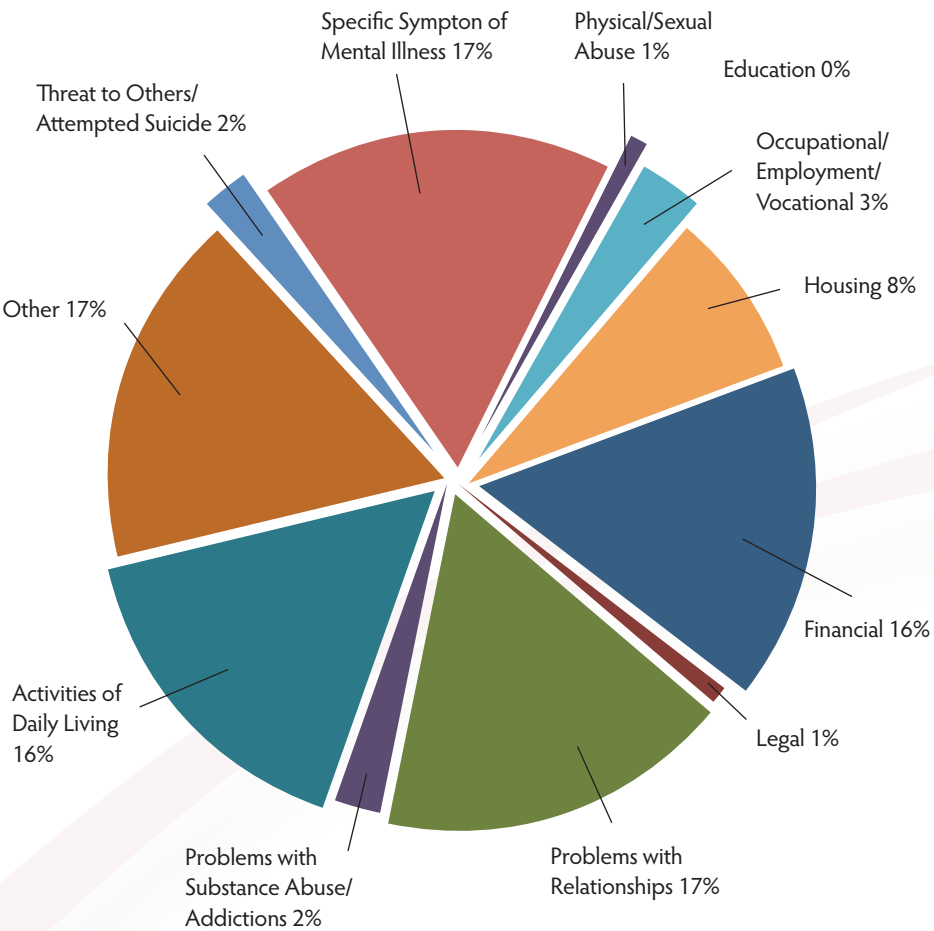


Co-ordinators have been actively involved with promoting the service and the program by doing monthly community publicities and participating in presentations when Provincial Covid-19 restrictions allowed.

Respectfully submitted,  
**Lisa Crawford**, Manager, Distress Centre.

# Distress Centre Lanark, Leeds & Grenville

April 1, 2020 to March 31, 2021  
Total Calls 7,575





# Financial Highlights for 2020/21

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 decreased by 8.0%. This temporary decrease was primarily due to construction delays in opening the Community Treatment Home due to covid restrictions. The decrease in funding will be restored once the Community Treatment Home is operational. 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 2019/2020 we secured funding from MCCSS to expand our capacity in responding to emergency/crisis situations with the creation of a new four bed Community Treatment Home to serve the East Region. A home was purchased in the Brockville area and renovations are underway working through delays due to covid restrictions. We are planning for the new Community Treatment Home to be operational in the winter of 2022.

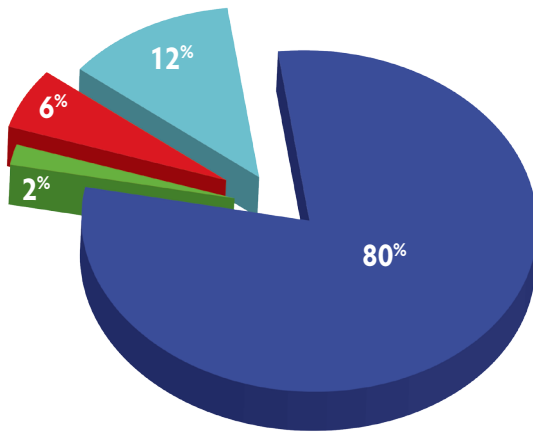


Respectfully submitted,

**Dale Crawford**

Director, Finance & Systems

# Financial Highlights for 2020/21

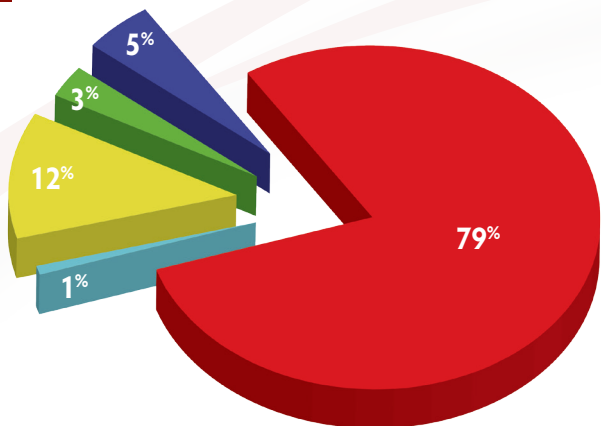


**Where the money came from**

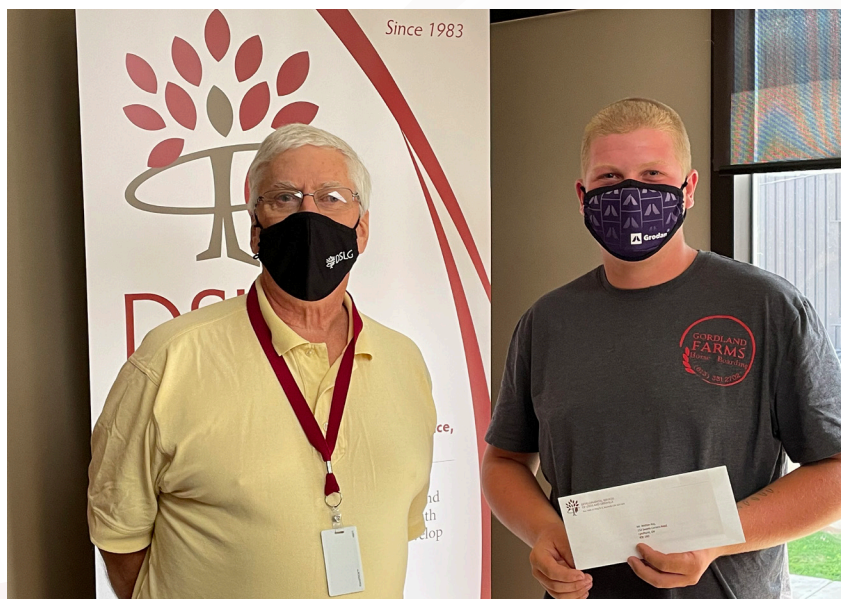
- Ministry of Community & Social Services
- Ministry of Health
- United Counties of Leeds & Grenville
- Other

**How the money was spent**

- Wages & Benefits
- Travel & Training
- Purchased Services
- Premises Rental
- Supplies & Services



# 2021 STUDENT AWARDS



*From L-R: Tom Turner (Executive Director), Nathan Ray (Award Recipient)  
(missing from photo – Morgan Burley and Rebecca Seward)*

**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 available to a student at the university level, college level, and a graduate student (R.G. McMullen award). Many award recipients have stayed connected with DSLG in some capacity (student placements, summer student positions), and quite often are successful in obtaining employment.

**The 2021** selection committee consisted of two Board members, Ms. Dianne Dillon, and Mr. Pierre Santoni; Ms. Caroline Guilboard, Manager, Adult and Community Services; and Mr. Tom Turner, Executive Director. There were fewer applications received this year, most likely due to the global health crisis (COVID-19) which precipitated the move to virtual learning.

Three individuals were selected to receive an award, presented at DSLG on Thursday, July 22nd:

**Nathan Ray** (\$750) registered in the Social Service Worker Program at St. Lawrence College.

*"Being involved in my community with teaching horseback riding lessons to young children that start out very nervous and timid and watching them become very comfortable and independent is what inspired me to become a social service worker. My career goals are to one day open a therapeutic horseback riding facility for people with both mental and physical disabilities and help support people with a rough past looking for some comfort."*

**Morgan Burley** (\$1000) registered in the Nursing Program at Queen's University.

*"I knew I wanted to be a nurse in my early teens when my grandfather was sick with cancer. I can remember watching the nurses with admiration while visiting him in the hospital and was awed at the compassion and strength they displayed. After I complete my undergraduate degree, I would like to return to school to obtain my Master's Degree in order to become licensed as a Nurse Practitioner."*

### **R.G. McMullen Award:**

**Rebecca Seward** (\$1000) registered in the Master of Arts Program in Counselling Psychology (Specialization: Clinical Mental Health Counselling) at University of Hawaii.

*"I first started thinking and learning about different career paths in the field of psychology when I was 10 years old. It was at this time of my life, that I experienced a traumatic event and was diagnosed with PTSD, anxiety and depression. After participating in therapy, and learning different coping strategies, I was able to manage my symptoms which dramatically improved the quality of my life. It was at this point that I knew I wanted to work to help others manage their mental health challenges and help them to discover a better quality of life. I graduated with honours from the Behavioural Psychology degree program at St. Lawrence College in 2019. This program allowed me to dive into my passion for psychology."*

# Retirements this year ...



## **Lori Tozer**

Behaviour Therapist.

Retired April 2021

This year DSLG said good-bye to a long-term employee with 30 years of service. We will miss the experience and knowledge that Lori Tozer brought to the agency, and of course the "good times" with many of her co-workers. We wish her all the best in her retirement!

Lori made the decision to retire from her long working career at DSLG, excited to spend more time at home with her family and enjoying many of her hobbies and talents such as gardening and camping. Lori's career at DSLG began with the Short-Term Treatment Home as a Crisis Intervention Counsellor, and then later transitioned to a Behaviour Therapist position. Having worked at the agency for many years she was the "go to person" for many things such as material needed for "pic" symbols, taking photos at special events such as the 25th Anniversary Celebration, retirement celebrations, golf tournaments, Student Award presentations and Christmas gatherings. She was key in organizing things such as "Name the Building" contents when the new location for Community Connections was opened on Park Street, St. Patrick's Day Decorate a Door contest and potluck, snowman building contest, and at Christmas time, staff looked forward to her organizing a "Secret Santa" and Secret Elf event.

Due to the COVID-19 pandemic, the agency was unable to celebrate with her as we would have liked to "in person", however, a "Zoom send-off" gave friends and colleagues a chance to wish her well as she moves on to the next chapter of her life.

# Retirements this year ...



## **Terry Lapensee**

DSLГ Custodian (June 2012 – August 2021)

Terry was employed as a custodian at DSLГ's main office for nine years. His career began as part of a supervised "work crew" model and it wasn't long until he was offered a job opportunity to look after the cleaning at 61 King. In addition to regular cleaning and vaccuming, he eagerly accepted all kinds of tasks including shampooing carpets, polishing floors, window cleaning, snow shovelling, grass cutting, and carrying boxes up and down floors. He took great pride in his work and took the initiative to offer to help wherever he could. Having an interest in flowers, he planted flowers in the court yard each year, which were enjoyed by everyone. Something that really annoyed him (that he would often talk about) was people letting their dogs "do their business" on the grass or sidewalk, and not pick up after them. With the help of a staff member, he had a sign made for a window on the lower level "Please pick up after your dog". Terry made the decision to reduce his workload and retire from the indoor duties. Terry is missed at the office, but can still be seen around town and at the office when the grass needs cutting or the snow is flying.

The Board congratulates “DSLГ for attaining their second four-year accreditation for the organization. This speaks to excellence in all areas of service. The work of everyone goes into ensuring the vision for those services are met at the highest possible level”.



[developmentalservices.com](http://developmentalservices.com)