

Annual Report

2024-25



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**G**

DEVELOPMENTAL SERVICES
OF LEEDS AND GRENVILLE

Annual Report Stats

April 1, 2024 – March 31, 2025

Services and Supports (in excess of 514 Individuals)

Adult and Community Services

- Advocacy
- Case Management
- Direct Support

Children's Services

- Individual and Family Support
- Case Management
- Children's Service Planning Co-ordination
- Children's Summer Groups

Passport Program

- Individualized Funding for social connection and respite

Housing and Program Initiatives

- Host Family
- Housing Support (teaching/training)

Residential Services and Supports

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

Specialized Services

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

Summer Students

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

Student Placements (7)

- OT Assistant
- Mental Health and Addictions
- Behavioural Science

Distress Centre Lanark, Leeds & Grenville

- Responded to over 9221 calls

Annual Report of the Chair

Annual General Meeting • September 15, 2025

Our mission in Leeds and Grenville has always been to provide a broad spectrum of services to those individuals and families with a developmental disability in Leeds and Grenville. During that time, interventions have strived to be inclusive, community based and designed to provide dignity to those served. DSLG's support may begin in infancy and extend throughout an individual's life. The planning process involves individuals and family working together with staff and other community members to plan goals which are individualized and reflect the wishes and aspirations of the individual. Our highly skilled and professional staff believe in the mission that guides their interventions. There is an overarching belief that part of the mandate is to connect with other community members and organizations so that there is an understanding of our mandate while working with them in partnership to achieve an inclusive community.

Congratulations to DSLG for attaining their eleventh year of accreditation for the organization. Thanks to all staff for ensuring that the vision for those services is met at the highest possible level. The Board fully appreciates the organization and effort this requires from every employee.

Throughout this past year, many staff have acclimated to the changes in roles and responsibilities to better align with the Ministry direction (Journey to Belonging), and their increased comfort level has supported a very successful and productive year. Thank you to our Management Team and to those team members working together to achieve a safe and productive working environment. As a Board of Directors, we appreciate the detailed reports provided individually by each Manager every month detailing the work achieved by your respective teams with your goals for the upcoming year. Your work has resulted in accreditation being reached with a high degree of proficiency.

Thanks to Tom Turner for guiding this process and in his keeping us fully informed at Board of Directors meetings. We have been impressed with the support offered to Team members when necessary. Thanks also for working with DSLG's Financial Manager in meeting our obligations and for achieving a stable financial position for the corporation.

During this past year, the Board of DSLG have with Tom pursued possible solutions to the scarcity of adequate affordable housing available in our community. Our goal was to work with other community members or organizations in joining forces to meet this scarcity and alleviate this crisis for some in our sector. Conversations have been held with community members and organizations to seek solutions. Unfortunately, no concrete progress has been made on this front, but this will remain a priority focus.

Thanks to my fellow Directors for your oversight and guidance you provided in the discussions and decisions made during our meetings. This past year, we welcomed Dr. Colman Mansworth to our Director's team. We also said goodbye and a big thank you to Alf Platts on his retirement from the Board after 30 years of service. It was a pleasure to serve with him and we will miss his expertise, his knowledge and his commitment to the sector. It is a pleasure to participate in meetings which reflect the perspective of each of you in our discussions.



Respectfully Submitted,

Pam Little,
Board Chair

Executive Director's Report

Annual General Meeting • September 15, 2025

"The best way to find yourself is to lose yourself in the service of others."

– Mahatma Gandhi

The agency over the past year has continued to move forward with the Ministry's long-term vision of Developmental Services. This framework known as "The Journey to Belonging" (J2B), is a vision where people with developmental disabilities are supported to fully participate in their communities and live fulfilling lives.

MCCSS developed a plan for change with the input of people with developmental disabilities, their families, service providers, academics, and other sector partners. The Ministry heard from hundreds of people, and their message is clear – **access supports and services that are available, easier to understand, and more flexible to meet individual needs.**

At the same time the agency reviewed our current Strategic Plan, and with the input of the Board, staff, and community partners, updated the plan with minor changes and a more modern format. This shows the strength of our programs, as our strategic plan, and more specifically our mission statement clearly parallels the principles of this Ministry vision. Our agency has been a leader for a number of years in providing services and supports with the following values and beliefs that match this MCCSS vision:

Values and Beliefs / MCCSS principles

- People receive support based on their needs;
- Services build on the strengths of people and supports provided by families, support networks and communities;
- Supports are proactive and responsive to people's changing needs across the course of their lives;
- Services are driven by evidence, outcomes, and continuous improvement;
- Services and supports promote health and well-being;
- System is sustainable.

The agency has been working with programs and program staff towards the goals of meeting the required changes through information sharing and discussions. These changes will further improve services to individuals with developmental disabilities. The IMS (Information Management System) has been updated to be consistent with the J2B changes to assist staff with more accessible and user-friendly documentation processes. The IT and HR departments worked together with program staff and implemented the IMS changes and requirements, to ensure we are meeting the required regulations and standards of clinical and support recording. This venture continues with input from various staff and programs.

We held two full day staff information training days - one on "Journey to Belonging" and program updates from our staff, and the second on DSLG

IMS updates and process changes. We will continue to have information days as time and resources allows. The training days allow for networking and keeping staff from all locations and programs to share and learn from their colleagues. We continue with several committees that work in various areas to complete agency and program improvements, such as the Quality Assurance Committee, Joint Health and Safety, Labour Management Committee, FOCUS domain committees, and the DSLG Wellness Committee. All of these provide opportunity to share ideas and issues to look at improving services.

The agency has also invested in staff training both virtually and externally at workshops and conferences, in both specific skill/treatment areas, and in our Developmental Sector provincial conferences such as OADD, OASIS, and Community Living Ontario. The agency has promoted training and learning to allow staff to keep up with the latest required skills and information. Our staff have also been training providers for our DSLG staff and community partners in the areas of NonViolent Crisis Intervention (CPI), First Aid and CPR, Suicide Prevention training (ASSIST), and Mental Health First Aid.

We continue to collaborate with our community partners to improve gaps in services to both children and adults. There continues to be pressure in the areas of children's respite, children's treatment, adult respite, and Housing for both adults and families. We continue to look at ideas, opportunities, and potential partnerships, of building services in Leeds and Grenville to be able to provide these locally, and to avoid using Outside Paid Residential placements. DSLG and community partners have a goal of keeping children and adults requiring specialized and complex needs in their home communities. We continue to promote potential housing and awareness of this need for individuals with developmental disabilities to property owners and Government.

We have continued to work in numerous areas to prepare for FOCUS accreditation renewal, with many staff being involved in the preliminary committee work and preparing program and documentation requirements. We were also involved in a Ministry Risk Assessment and completed the feedback from MCCSS to ensure the agency is in good standing. An annual MCCSS Compliance Review was recently completed and DSLG was found to be in compliance. Staff have continued to work hard in ensuring all standards and requirements of all the above noted reviews are in place, which ensures excellent quality service to our clients.

The Board continues to provide guidance and support in all the areas noted and are interested in assisting management and staff to accomplish the pressure areas identified with our community partners to improve services in Leeds and Grenville for individuals with developmental disabilities.



Thank you to the Board, Management, and Program staff for your continued hard work, support, dedication and commitment to our agency and the individuals we serve.

Respectfully Submitted,

Tom Turner,
Executive Director

In 1992 a coalition of non-profit agencies came together to form the Great Lakes Society of Ontario. These agencies were united by a shared commitment to delivering a broad range of specialized clinical, behavioural, health and medical services for children and adults with intellectual and developmental disabilities (IDD).

*In 2024 the GLS was re-branded and is now known as the **Specialized Clinical Developmental Services Network** with a new logo and new website (scdsn.org).*

DSLG is proud to be a member of this network for developmental services organizations across Ontario, which include:

- Brantwood Community Services (Brantford)
- Canopy Support Services (Peterborough)
- Central West Specialized Developmental Services (Oakville)
- CLH Developmental Support Services (Midland)
- Cochrane Temiskaming Resource Centre (Timmins)
- **Developmental Services of Leeds and Grenville** (Brockville)
- Hands TheFamilyHealthNetwork.ca (North Bay)
- Ongwanada (Kingston)
- OPTIONS Northwest (Thunder Bay)
- Pathways to Independence (Belleville)
- Regional Supports Associates (Woodstock)
- Sunbeam Community & Developmental Services (Kitchener)
- Surrey Place (Toronto)
- Valor & Solutions (Ottawa)

Specialized Clinical Services are essential, person-centered supports that enhance the quality of life for children and adults with developmental disabilities – particularly those with complex needs such as mental health challenges, dual diagnosis and complex health needs.

Services include:

- Audiology
- Applied Behaviour Analysis
- Board Certified Behaviour Analysis
- Developmental Therapy
- Dual Diagnosis Supports
- Registered Dietitians
- Kinesiology
- Dental Services
- Family Medicine
- Pediatric Medicine
- Neurology
- Pharmacy
- Psychiatry
- Registered Nursing (NP, RN, RPN)
- Occupational Therapy
- Physiotherapy
- Psychology
- Psychometry
- Seating Technicians
- Registered Social Workers
- Speech Language Pathology

The role of the Specialized Clinical Services network is to provide, promote and strongly advocate for a continuum of specialized services and clinical supports which are crucial for individuals to experience full social inclusion and improve overall health outcomes and quality of life for persons living with IDD.



Respectfully Submitted,

Tom Turner,
Executive Director

Early Childhood Interdisciplinary Screening (ECIS)

Early Childhood Interdisciplinary Screening (ECIS) is a collaborative service offered by Occupational Therapy and Psychology. Designed for children between the ages of 3 to 5 years of age, the ECIS offers a developmental screening co-led by an occupational therapist and a psychometrist. The screening occurs in a single 90-minute session. During the session, children participate in play-based activities that allow assessment of their motor, communication, and early learning skills. Caregivers are also asked to provide information about their child's social-emotional development and self-help skills.

The ECIS does not provide a diagnosis for children. Instead, caregivers and service providers receive a brief, easy to read report that summarizes the child's strengths and identifies areas where the child may benefit from further support. The report also includes recommendations for further assessments (if needed), resources, and activities to support the child's early development.

Courtney de Kroon, Occupational Therapist, and Amy Walker, Psychometrist, developed the ECIS to address goals for timely and accessible assessment services. The ECIS complements psychology and occupational therapy services in a variety of ways. For example, it provides information about a child's development as they await a diagnostic assessment, offers a shorter assessment option when a diagnosis is not needed, supports the determination of "Child at Risk" eligibility (if needed), and informs occupational therapy assessment and intervention planning.

Overall, the ECIS is an efficient and effective way to gain an interdisciplinary understanding of a child's development. Its success highlights the benefits of collaborative and brief service models as an alternative to or complement to more resource-intensive assessment approaches.



Respectfully submitted,

Amy Walker,
Psychometrist

Life Changing Housing Opportunities and Connections

The last year has seen many positive changes within Housing and Program Initiatives. As a team, we have collaboratively made many strides this year that have resulted in an increased amount of supports provided to individuals in our community. Many of these have created life changing opportunities and connections from both a personal lens and that of the community.

With many hours of planning and dedication from our Housing Facilitators and tireless efforts to implement change by all the community support workers within the program, we were able to substantially improve the lives of several individuals. One such opportunity stemmed from a desire for more from an existing set of roommates and a new beginning for an individual who was looking to move forward and build their own independent capacity within the community. By utilizing resources at hand and capitalizing on a carefully built landlord relationship within the community, we were able to create a more rewarding valued life for this new trio of friends.



Another success from this year which resulted in a positive change to those that we support was the alteration of an existing support schedule to provide more in-depth, frequent and meaningful services on a consistent basis. This change has resulted in a support schedule where the team is able to change lives each day of the week with an overall increase of 40% more hours of service compared to those provided last year. That translates to an immeasurable growth in skills attained, developed and opportunities created in both a personal and social sense.



Host Family program provides a safe and secure place where individuals can live in a family home type setting and receive care, support and supervision in all aspects of their lives. Host Family providers are expected to promote a high quality of life, support community involvement, social inclusion, individual choice and independence.

When looking at our Host Family program, a great deal of time and effort has been committed to increase the frequency and intensity of services and supports provided within the scope of the program. This has resulted in a palpable change related to the lived experiences of both Host Family providers and the individuals supported as a whole.



For information related to the Host Family program or to become a Host Family provider please visit developmentalservices.com.

Respectfully Submitted,

Shane Newcombe, Manager,
Housing & Program Initiatives

Connecting with Community, Learning, Experiencing

Community Participation Supports (CPS) and Passport program staff find many inclusive and unique opportunities for individuals to participate in based upon interests and goals. While working diligently to find these opportunities, staff give individuals the autonomy to make their own decisions on what they would like to participate in and teach the skills needed to become confident, independent and effective in managing their own lives.

The CPS program focuses mainly on group participation in the areas of volunteering, recreational/leisure activities and skill building. Some volunteer opportunities that staff have arranged include:

- cleaning (St. Paul's United Church, The Outpost Café, Prescott Library)
- working at the SPCA
- working at the Tuck Shop at Sherwood Park Manor
- delivering meals to seniors in our community (through Senior Support Services)
- assisting the United Way with various community events throughout the year such as "Day of Caring"
- packing food and activities for kids to take home on weekends through the Weekender Program 4 Kids (WP4K)
- sorting maternity and children's clothes to be given out through Queen Care
- weekly visits to Wellington House to engage with residents.

Through these volunteer opportunities, individuals have experienced first-hand the act of giving back to their community and the experience gives them a purpose.

Some new recreational/leisure opportunities that were arranged this past year include:

- weekly attendance at Prescott and Spencerville Legions to listen to Blue Grass
- weekly games of Cornhole at the Brockville Legion
- weekly dance classes at Tandem Unified Wellness and Four Seasons Dance Academy
- weekly "drop-ins" at various arts and craft groups (i.e. Craft n Chat, Art Therapy in Merrickville, etc.)
- weekly games of Mahjong at the Brockville Library
- weekly Pet Therapy at the ETK Library.



Some skill building opportunities that were arranged include:

- studying to work towards getting their Driver's License (we had 2 individuals who successfully passed their G1)
- attending weekly cooking classes at the 1st Presbyterian Church
- attending the Social Kitchen that is a 6- week cooking class offered through Rideau Community Health Services
- weekly exercise classes at the YMCA to maintain a healthy lifestyle

These are only a few of the opportunities that individuals in the CPS program participate in. Seeing the smiles on their faces and the excitement when they arrive for their activity is a testament of how dedicated the staff are in enriching the lives of the individuals they support.

The Passport program focuses on offering individual support that helps individuals achieve the goals they had chosen for the year, support them in building relationships and offers social experiences and opportunities where they engage with other community members.

Some amazing opportunities that the staff were able to arrange include:

- Sing-a-Longs and Art classes through the 50+ Club
- regular Yoga classes at the Engine House Yoga studio
- community paint parties offered through Art & Soul and Fat Les'
- singing with the St. Lawrence Entertainers
- crafting at the FabLab at the Brockville Library
- pottery classes at the Crafty Potter
- volunteering for the annual Salvation Army Christmas Kettle drive



Throughout the past year, Passport staff became very aware of two societal issues that affected not only supported individuals, but community members as well, and staff wanted to try to address these issues that were causing stress.

Two of those issues were:

- the high cost of groceries and the struggles those on fixed incomes face to buy healthy food to eat
- intimate partner abuse.

Staff worked tirelessly by reaching out to numerous organizations in the community and eventually arranged joint ventures with two organizations in the community to tackle these societal issues. Some of the ladies at Wall Street United Church agreed to be a part of a 5-week program called "The Road to Independence", which supports people to learn the skills required to ensure that they have healthy and cost-effective meals. Other community groups such as Salvation Army, South-East Health Unit and The Brockville Food Bank were part of this program as well. Supported individuals and community members learned how to budget and prepare different meals using the same staple (i.e. chicken, ground beef, legumes, etc.). Each week a different instructor would choose a staple and show the individuals 4-5 different meals to prepare with this. Everyone participated in preparing the meals and were able to take a few home with them weekly. At the end of the 5 weeks, participants took home a recipe book that included all the meals they prepared, and many commented on how much they enjoyed the program.

The other joint venture was with the Assault Response and Care team from Brockville General Hospital who offered a 6-week presentation on Healthy Relationships. We had 18 women successfully complete the training. The women actively participated by asking questions and discussing the relationships they were in. After the 6 weeks ended, all the women benefitted from the teaching offered, gaining self-confidence and recognizing (and for some leaving) unhealthy relationships. Most participants said that they learned a lot and were more aware of the signs of an unhealthy relationship after attending this 6-week program.



Respectfully submitted,

Kim Gomes, Manager,
Community Participation Supports
and Passport Programs

Children's Summer Groups

Supporting children's growth through physical activity, social connection, and meaningful community involvement

DSLГ's Children's Summer Groups provide an engaging and inclusive program that supports children's growth through physical activity, social connection, and meaningful community involvement. Designed to foster development, the program provides opportunities for participants to build friendships, gain confidence, and actively engage with the world around them. The program helps address local service gaps by providing consistent, structured support for children during the summer months, particularly for families who face limited access to respite or treatment-based programs. This ensures that children continue to grow, learn, and connect in a safe and nurturing environment, while families receive vital support during a period when other services may be unavailable.



In 2025, the program supported more than 40 campers aged 6 to 18 through eight weeks of structured summer programming. Preparation is guided by the Children and Family Community Counsellor and other DSLГ staff, with three weeks of planning by summer student staff, ensuring a safe, organized, and engaging experience.

The program blends daily movement-based recreation with interest-driven activities and community exploration, offering outings to favorites like community beaches, bouncing pillows at a local KOA campground, and Saunders Country Critters.





Participants engage in sports, dance, swimming, and ball hockey, alongside hands-on creative projects such as slime exploration, bracelet making, and coloring. These experiences build physical skills, teamwork, leadership, and social confidence, all while fostering inclusivity and a sense of belonging.

2025 marked the third year of involvement with the Jays Care Foundation, whose mission is to “level the playing field to unlock potential.” The Summer Group also received Y2Y funding through the United Way, supporting programs that enhance youth physical, emotional, and social well-being.

Through active play, community exploration, and supportive peer connections, DSLC’s Summer Group continues to create meaningful and memorable summer experiences where participants develop life skills, strengthen community connections, and build confidence.



Respectfully submitted,
Holly Felhaber,
Child and Family Community
Counsellor

2025 Student Bursary Awards

Since 2007, DSLG has offered a student bursary to first year post-secondary students pursuing a career in a field related to developmental/intellectual disabilities. The awards are a way to introduce and attract young people to become interested and possibly gain employment in the Developmental Sector.

The 2025 selection committee consisted of two Board members (Pam Little and Pierre Santoni); Shane Newcombe, Manager of Housing and Program Initiatives; and Tom Turner (Executive Director).

A one-time \$2,000 bursary is available to a student in three categories ~ university level, college level, and graduate (R.G. McMullen award). There were no applications for the graduate award (R.G. McMullen Award) this year.

Two awards were presented at DSLG on July 30th:

Lily Deryaw registered in the Social Service Worker Program at St. Lawrence College (Kingston).

"My motivation is my own experience. As a career goal I want to work with kids and families because I want to support them and give them a chance to reach their full potential. I am interested in learning more about mental health, so taking the Social Service Worker program will help me with that. I want to learn how to support people who are struggling and to inspire them to stay focused on their dreams as they can do anything with help from a caring adult... just like me!"

Elisa Hopkins registered in the Physiotherapy Program at Brock University.

"I had the privilege of taking a kinesiology class in my Grade 11 year. Through a fantastic teacher and an opportunity to be exposed to many learning opportunities (including a class trip to Queen's University Cadaver Lab and the ability to develop our own experiments to test different metabolic processes), I developed a passion for the subject. Working at the Kemptville pool over the summers—one of my favourite jobs in the world, I taught the lifesaving classes (ages 12 to 15). I enjoyed teaching them important life saving skills, while making the learning fun and enjoyable. Throughout my experience I have learned a great deal about catering to different styles of learning, levels of comfort, and how to adjust plans to accommodate for all needs."



Elisa Hopkins receiving her award, presented by Tom Turner, Executive Director.

Financial Highlights for 2024/2025

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), and Individualized Funding through Passport, Complex Special Needs (CSN) and Special Services at Home (SSAH). Finally, DSLG's Distress Centre received a grant from the Ontario Trillium Foundation – Resilient Communities Fund – which has allowed the program to build additional capacity and improve services to rebuild the volunteer base and ensure sustainability of the program.

Total consolidated revenue and gross expenditures increased by 2.0% and 1% respectively. This increase was primarily due to increases in employee wages and benefits and client contract services. Through good planning and dedication to staff training and development, the organization continues to achieve high-quality clinical, client, and program services as well as well-maintained facilities and equipment.

The organization continues to invest in the development of the web-based Integrated Information Management System (IMS). The IMS system ensures that we meet accountability requirements of our funders and improve decision making that enhances day-to-day service delivery.

With the move towards digital based/paperless systems, the organization continues to be vigilant in improving cyber security to protect its clients, staff, and business from the risk of malicious cyber security threats such as identity theft, hacking, malware and ransomware. Various tools and protocols, including Virtual Private Network (VPN) and Multi-Factor Authentication (MFA) along with continuous employee education and training, have been implemented to mitigate these risks and safeguard confidential information. As the move towards digital-based systems continues to grow, DSLG is committed to ongoing investment in cybersecurity and IT to ensure accountability to our funders and to enhance the client and employee experience.



Respectfully submitted,

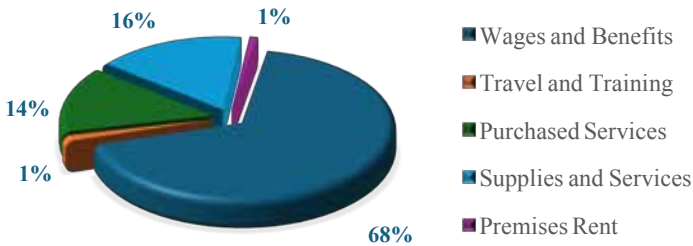
Brandon Noseworthy,
Manager of Finance

Financial Highlights for 2024/2025 (continued)

WHERE THE MONEY CAME FROM



HOW THE MONEY WAS SPENT



Employee Milestones

Congratulations to staff who have reached a milestone in years of service.

35 Years	Tom Turner
20 Years	Amanda Warner
15 Years	Lynn Coleman Stephanie Rogerson
10 Years	Cody Warren

“Thanks to all staff for ensuring that the vision for DSLG’s services is met at the highest possible level. The Board fully appreciates the organization and effort this requires from every employee.”



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