



Canopy

Support
Services

Annual Report
FISCAL YEAR 2020-2021

Empowering Individuals.
Enhancing Support.

canopysupport.ca

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A Message

from the Board President & CEO

We would like to begin the 2020/21 AGM report with some well-deserved thank yous and appreciation to our incredible staff, exceptional leadership and committed Board of the Directors, who have faced a year of significant change and challenge at Canopy Support Services.

The past year will be remembered for the devastating and multi-faceted impacts COVID-19 had on our communities within HKPR. Despite these challenges, Canopy Support Services played an instrumental role in ensuring that people supported, their caregivers and families were able to access qualitative services in the community with the focus of Empowering Individuals and Enhancing Support.

Key highlights of 2020-2021:

- Harnessed opportunities by adapting service delivery models of Virtual Care
- In August 2020, moved our head office to 150 O'Carroll Avenue, Peterborough
- In September 2020, we proudly rebranded to Canopy Support Services from Tri-County Community Support Services
- Launched our 2020-2022 Operational Plan
- Secured funding for expanding FASD services
- Hired Interim CEO
- Launched our Equity, Diversity and Inclusion Sub-Committee

We thank you, our funders, for equipping us with the resources to meet the critical needs of our community, put people supported first and enrich our communities.

We wish to say a special thank you to our very impressive and committed Board of Directors who gifted us with time, passion, kindness and expertise. True appreciation and a fond farewell to Siam Grobler who served on the Board from 2018-2021.

We thank our courageous people supported, caregivers and families who have shared their stories and allowed us into their lives. We value their trust and commend their many accomplishments.

The year 2020/21 is significant in the history of our organization, not only due to COVID-19, but also for many achievements to enhance our services. Canopy Support Services will continue to leverage our innovations, unique sets of knowledge and client-centered approach to deliver the highest quality care in social services.



Catherine Pink
Board President



Himanshu Shah
Interim CEO

Board of Directors 2020/2021

- Catherine Pink**, President
Colleen Carruthers, Vice President
Veronica Mason, Treasurer
Ray Walt, Director
Siam Grobler, Director
John McNutt, Director
Amanda English, Director
Kim Randell, Director

Mission, Beliefs & Values

Mission

The mission of Canopy Support Services is: To provide community-based specialized support and clinical services for individuals, families, and service providers that contribute to the enhancement of the quality of life of persons with intellectual/developmental disabilities and/or Autism Spectrum Disorders.

Beliefs

We believe that each client should receive appropriate services and opportunities to:

- Maximize his/her potential in the home and community
- Participate in all aspects of community life
- Exercise individual choice and independence

We believe that, by assisting families and service providers, they can achieve:

- An enhanced quality of life
- An increase in their knowledge and skill
- Options to manage their individual situations
- Innovative and creative approaches to address needs

We believe that our mission is best achieved through:

- Highly skilled and motivated staff
 - Effective partnerships
 - Best practices (evidence-based)
 - Collaborative systematic planning
-

Values

Caring Community, Safety, Transparency, Accountability, Continuous Learning, Collaboration

Strategic Directions 2018-2023



Direction01

**Strengthening
Governance**



Direction02

**Building
Organizational
Capacity and
Sustainability**



Direction03

**Supporting Staff to
do their Best Work**



Direction04

**Connecting through
Communication and
Engagement**

Program Highlights

General

All programs pivoted to virtual service during the COVID-19 pandemic.

All staff wellness initiative took place to ensure staff's mental, emotional and physical needs were met during the COVID-19 Pandemic.

Behaviour Consultation Program (BCS)

BCS continued to partner with PRHC & CMHA-HKPR to offer the Dual Diagnosis Collaborative Consultation Program (DDCCP).

BCS said good-bye to our Clinical Director and welcomed 2 Clinical Supervisors to the BCS Team.

Provided groups virtually to children, youth, adults and their caregivers which allowed BCS to bring together people from all over the HKPR region to participate in A-DBT, social skills development, and ABA 101.

Passport Program

Passport continued to collaborate virtually with OPAN (Ontario Passport Agency Network) partners, PassportONE and MCCSS to ensure ongoing advocacy and operational consistency for service users.

Passport had a intense 2020-2021 from ongoing allocations to implementing and supporting MCCSS' Temporary Eligible Expenses and Wage Enhancement Directives in response to the Covid-19 Pandemic all while adjusting to working remotely.

Adult Protective Services (APS)

Adult Protective Service Workers advocated & worked with people to ensure access to technology to partake in virtual supports such as doctor's appointments, social opportunities, etc.

APSWs actively participate in 14 community based committees including the Human Services and Justice Coordinating Committee (HSJCC), Kawartha Lakes Human Trafficking Survivor Support Team, Situation Tables in Peterborough, Northumberland and City of Kawartha Lakes, Elder Abuse Networks, Kawartha Lakes / Haliburton Domestic Violence Coordinating Committee.

During the pandemic people were invited to attend a weekly virtual book club and activity hour with our APS Program Support. This effort helped to keep people connected with each other and service. People were able to listen to books, tell jokes, test their trivia knowledge, share some laughs and make some friends.

Fetal Alcohol Spectrum Disorder (FASD)

Fetal Alcohol Spectrum Disorder (FASD) was the recipient of a Health Nexus Grant, which was used for parent support groups, Secret Agent Society Children's Group and a Paint Night Social for kids!

Through our collaboration with Five Counties Children's Centre and with additional funding from the Provincial Government Canopy was able to add a second FASD Coordinator to our team.

Autism Services

Canopy Support Services (Autism Services) was selected as the lead agency in the provision of the Caregiver-Mediated Early Years Program as part of the new Ontario Autism Program in the service areas of Northumberland, Peterborough, Kawartha Lakes, and Haliburton.

Autism Services reintroduced Foundational Family Services virtually and delivered over 500 units of service to children with autism and their families.

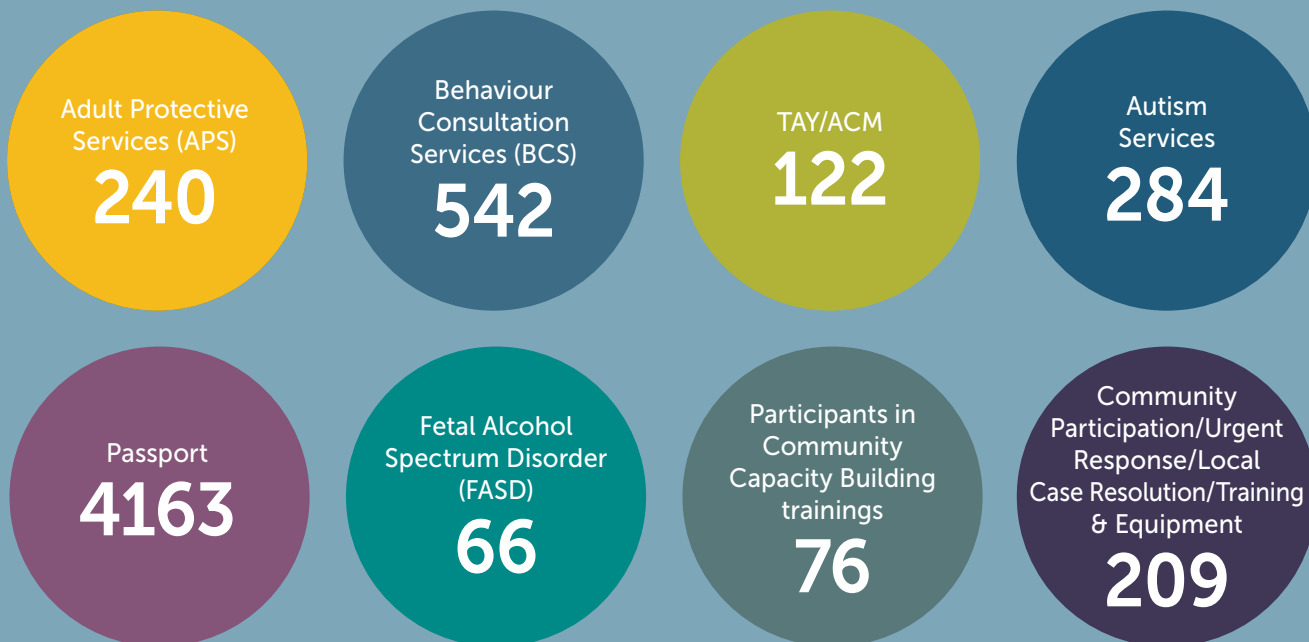
Program Statistics

Our Personnel



96 Staff as of March 31, 2021 8 Volunteers 6 Students

Impact



Total Individuals Served in 2020/2021

Client & Caregiver Experience

Service Satisfaction – The Voice of Supported Individuals and Their Families/Caregivers

88% of survey respondents said they liked working with Canopy and felt like Canopy had helped them!

“{Service with Canopy} has alleviated a lot of stress in allowing us the ability to do more, make better choices, and be with people who are non-judgemental and fun to be with. I am comfortable knowing that my child is much happier and safer with positive support Thanks to {Canopy Support Services}!”

“The coping strategies and resources that were shared and implemented with our daughter has helped her and our family in many ways. Our daughter has been successful in so many areas of her day that she had struggled with in the past. We can't thank the staff and agency enough for their support.”

“Passport has provided {my son} with opportunities to get out into the community, which in turn has given him more independence and has helped in building his self confidence and self esteem. He has only recently has his APSW and appears to be pleased with their conversations and her offers of assistance.”

EVERY MATTERS

Fun Facts



In total, Canopy welcomed 23 new staff this year!



Created a new Equity, Diversity and Inclusion Sub-Committee



Hosted 3078 Zoom meetings with over 15,000 participants



5,725 individuals completed the COVID-19 screening tool



A New Indian Residential School Crisis Line has been set up to provide support for former students and those affected. Emotional and crisis referral services can be accessed 24/7

From Summer 2020 to April 2021, our dedicated Classification Committee reviewed a total of 35 positions, 19 of which were newly created roles!



Adult Protective Service Workers actively participated in 14 community based committees.



46 Facebook posts reaching 16,401 people; 523 likes and reactions; 66 comments; 151 shares



Hosted 6 placement students throughout the year!



671 Total Intakes completed by Central Navigation

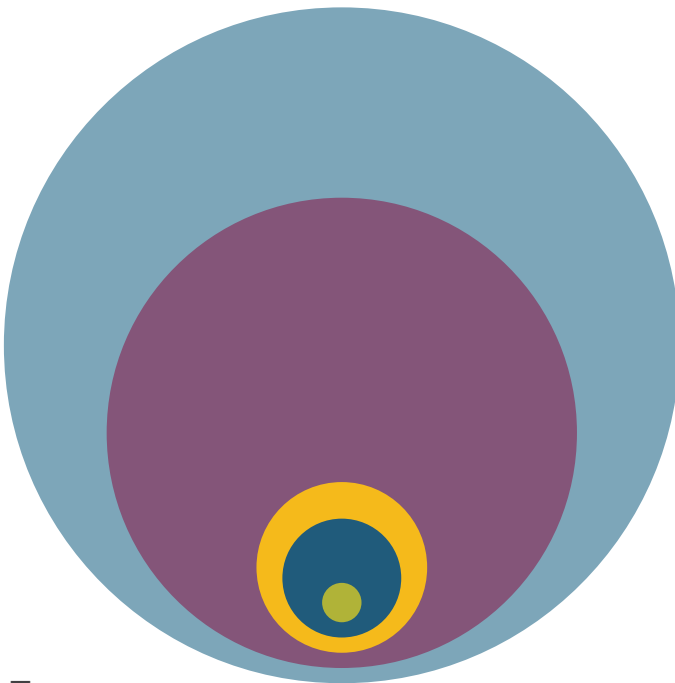


Hosted 69 events virtually with 356 participants attending

Financial Report

Revenue

1,333	Donations & Fundraising
214,590	Fee for Service Revenue
292,146	Third Party Revenue
18,702,869	MCCSS Funding
(410,073)	Repayable to MCCSS - Client Needs
(135,763)	Repayable to MCCSS - Operating



Expenses

11,552,221	Purchased Services - Client
5,593,350	Salaries, Benefits & Training
736,783	Supplies & Equipment
357,278	Occupancy Cost
39,253	Travel





Ontario 

At Canopy Support Services, we empower individuals to overcome barriers and live their best lives. Within a welcoming, safe, accessible environment, those with intellectual and developmental disabilities, Autism Spectrum Disorder (ASD), and Fetal Alcohol Spectrum Disorder (FASD) have access to individualized supports, resources, and specialized clinical services.

For more information about Canopy Support Services and our programs check out our website or our Facebook page.

To inquire about our programs and services call our Central Navigation Team today at **1-888-616-3456 ext. 200**.

If you are looking for services for someone 18 years or older, please connect with Developmental Services Ontario (DSO) at **1-855-277-2121** to determine eligibility and have them referred to Adult Services offered through our agency.

T. 705-876-9245

TF. 1-888-616-3456

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 CanopySupportServices

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