



Canopy
Support
Services

Annual Report
2021-2022



Empowering Individuals.

Enhancing Support.

canopysupport.ca

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A Message

from the CEO and Board Chair

For the second year, we have faced a wide array of challenges through the many ups and downs of the global pandemic, but yet again, the team here at Canopy Support Services remained committed with dedication, collaboration, and compassion to deliver benchmark clinical and non-clinical services to people supported, caregivers, families and community partners with focusing on Empowering Individuals and Enhancing Support.

The year 2021-22 will be remembered for Canopy Support Services for Resiliency, Improvement, Learning, and Growth.

Key highlights of 2021-2122

- Continued to move quickly to deliver customized services using modernized technology
- Secured funding for launching new programs such as Caregiver Mediated Early Years (CMEY), Adult Urgent Response, Urgent Response Services Autism, and expanding Adult Protective Service with the funding of 2 additional FTEs and the Passport Program with adding 2 FTEs
- Launched “Telework Policy” to support, encourage, and streamline the blended work model
- Developed and established the inaugural function of “Community Engagement and Fundraising” to Canopy’s portfolio as per Strategic Plan
- Achieved FOCUS Accreditation re-certification for another four years 2022 -2026
- Enhanced and expend clinical capacity by developing strong collaboration with community partners as well as providing various clinical skills training to staff
- Very proud of the work achieved by Equity, Diversity, and Inclusion committee. More fulsome information provided later in this report
- Improved “on-boarding” process for new staff



Catherine Pink
Board Chair



Himanshu Shah
CEO

Board of Directors 2021/2022

Catherine Pink
Board Chair

Colleen Carruthers
Vice-Chair

Veronica Mason
Treasurer

John McNutt
Director

Amanda English
Director

Kim Randell
Director

Christopher Elliott
Director

Governance Committee

Colleen Carruthers

Chair

Catherine Pink

John McNutt

Kim Randell

We truly appreciate our funders for supporting and encouraging us to continue to deliver much-needed services in the wonderful communities we serve.

Exceptional acknowledgment to Canopy's Board of Directors for providing visionary governance for organizational success. A special thank you and fond farewell to Ray Walt who retired last year and Veronica Mason- our Treasurer who will be retiring this year. A very warm welcome to Chris Elliot for joining the board. From Canopy Support Services, our sincere gratitude to our Board of Directors, past and present, for their strong commitment to Canopy's Vision, Mission, and Core Values.

Finance Committee

Veronica Mason

Chair

Catherine Pink

Amanda English

Kim Randell

Chris Elliott

We are truly humbled by and beyond appreciative of how Canopy's dedicated and skilled staff demonstrated a relentless commitment to delivering excellent care to our courageous people supported and genuine caring for each other. Their acts of hope, strength, optimism, positivity, kindness, and unfaltering perseverance have left us truly in awe and privileged to be a part of an exceptional team of people who are passionate about providing remarkable services to our wonderful communities.

Above all, we thank all our people supported, caregivers, and families who allowed us into their lives. We value their trust and commend their many achievements.



Vision, Mission, Beliefs & Values

Vision

A community where people are empowered to Grow and Belong.

Mission

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

A culture of strong and sustainable leadership is a value that we share. Growing its core volunteer director base is a key component of Canopy's ability to achieve its mission and strengthen its organizational capacity to meet the needs of clients and their families. To ensure sustainable, strategic, and smart growth, Canopy will renew and strengthen its governance policies and practices.



Direction02

Building Organizational Capacity and Sustainability

A healthy and sustainable organization has in place strong leadership, efficient systems and processes; is financially viable; and invests in its own renewal. Having grown significantly in size and geography over the past several years, Canopy has identified several opportunities to enhance current programs and services and to prepare for future growth. Canopy is committed to providing quality services for individuals and families, while exploring opportunities for improved accessibility and sustainability. This is an ongoing strategic focus for the Board, CEO, and staff as demand for the organization's services grows and as the sector transforms.



Direction03

Supporting Staff to do their Best Work

We recognize that our dedicated, professional, and engaged staff are our greatest asset. When we support our staff, we optimize our capacity to sustain high quality program and service delivery. We will explore ways to celebrate and enhance our strong agency culture, to cultivate the strengths of our workplace, ensure the safety of our staff, and invest in our Human Resource policies and procedures to ensure equity, appreciation, and engagement.



Direction04

Connecting through Communication and Engagement

Strengthening our internal and external communications is a priority. We recognize that staff engagement is essential to a strong and effective workplace culture, and that we have an opportunity to raise our organizations' profile by keeping the community and our partners informed of, and engaged with, the important work we are doing.

Year in Review

Quality Assurance & Specialized Services

- Transitional Aged Youth (TAY) + Adult Case Management (ACM) = Quality Assurance & Specialized Services
- 4 Adult Case Managers
- Collaborated and implemented documentation that will provide staff with more structure to continue to do their best work. This included internal policy and procedure development and well as an Individual Support Plan document for those receiving services that live at home with their families.
- The TAY Program's primary focus was on transitioning young adults into the adult sector by building capacity and relationships with community partners through presentations.
- The TAY program initiated a provincial TAY Committee to share resources and collaborate.
- Hired 1 additional Quality Assurance Advisor

Autism Services

Canopy continues to expand and evolve a broad range of programs as the Ministry of Children, Community, and Social Services (MCCSS) works towards implementing the key elements of an Ontario Autism Program (OAP) that is comprehensive, needs-based, and family-centred.

NEW FUNDING!

- **Caregiver-Mediated Early Years (CMEY)** programming launched at Canopy in September 2021.
 - Time-limited service (up to 6 months) for parents/caregivers of young children (under the age of 5) in which building caregiver capacity is the primary objective.
 - 8 Behaviour Consultants and 3 Clinical Supervisors have been progressing through Level 2 and 3 of Pivotal Response Training (PRT) certification
 - 12 caregivers entered into moderate and intensive CMEY programming
- **Workforce Capacity Funding** was secured in 2021, which allowed Canopy to add 1 Social Worker to the Autism Services Team to build capacity and integrate mental health and Autism Services.



• **Enabling Accessibility Fund**

In 2021, Canopy was approved to receive a grant from the Enabling Accessibility Fund for the purpose of further enhancing accessibility in the Autism Services Clinic. A new exterior door with insulated glass was installed at the main clinic entrance including an automatic door operator and controls, and a barrier-free threshold. Additionally, during renovations, an existing stall in the children's washroom was modified and the door on the stall was changed to provide more clearance. Thank you to everyone involved in exploring these funding opportunities in order to improve accessibility to services at Canopy for children with autism!

Foundation Family Services

- Offered at no cost to families registered with the OAP and aims to provide tools to allow children/youth and their families to participate in ongoing learning and development.
- Peer mentoring and social opportunities included: LGBTQ+ Safe Space, Video Game Night, Art & Drawing Social, Lego Night, Teen Chill and Chat
- In 2021/2022, clinicians delivered 812 units of Foundational Family Services

Evidenced Based Behavioural Services (EBBS)

- Families continued to receive evidence-based behavioural services under the legacy direct service option (DSO)
- In 2021/2022, the clinical team delivered services to 128 DSO families

Fee-For-Service

- As a result of ongoing changes to the Ontario Autism Program (OAP), Canopy is offering a range of fee-for service options to ensure that children/youth (under 18 years of age) and families continue to have access to high-quality behavioural services in their communities.

Community Partnerships

- Kawartha Pine Ridge District School Board Groups
- School Board Memorandum of Understandings (MOUs)
- Nogojiwanong
- Resources for Exceptional Youth and Children/Five Counties Children's Centre

Year in Review

Adult Protective Services (APS)

- This year MCCSS invested in the expansion of the Adult Protective Service Worker Program to support individuals who would like to live independently in their community. This new initiative allowed for the addition of 2 FTE APSWs to support the Housing Initiative.
- This new housing initiative has allowed our APS Lead and Housing Initiative APSWs to work closely with the DSO Housing Coordinators to begin to develop the resources and program for our 4 county area. We look forward to the continued work of this group and further development of the program.
- APS focused on creating efficiencies in the way client documentation is completed to ensure the collection the information required by best practices, QAM and Focus Accreditation while maximizing time spent supporting our clients.

Behaviour Consultation Services (BCS)

- Provided virtual groups to children, youth, adults, parents/caregivers and agency staff. Some of the group offerings included ABA 101, ADBT, Internet Safety, Anger Management and Lego Social group.
- Collaborated with Five Counties Children's Centre and other community partners to provide Coordinated Service Planning services to children, youth and families.
- The BCS and FASD Programs supported 35 children, youth and families to apply for and receive over \$75,000 in Flexible Funding allocations from Service Coordination for Children and Youth and Children's Services Council of Kawartha Lakes and Haliburton. The funding supported respite opportunities, camps, psychological assessments, social work counselling among other things. Canopy's Finance Department worked closely with the programs to manage the funds.
- Supported 2 staff to work towards their BCBA certifications and 2 staff to work towards their BCaBA certifications.



Fetal Alcohol Spectrum Disorder (FASD)

- Increased staffing to 2 FTE FASD Coordinators
- Provided FASD training to over 203 staff from 15 different community partner agencies.
- Provided FASD 101 Mini Series trainings virtually to Parents and Caregivers
- Provided 9 virtual activity nights for children and youth.
- Organized a virtual Mindfulness Group for Children
- Organized a Secret Agent Society Group to support the development of social skills in children and youth.

GRANTS

- Received 2 Health Nexus Grants
- Supported a virtual Parent/Caregiver Support Group which the FASD Coordinators facilitated in collaboration with the Children's Services Council
- Supported the Adult FASD Support Group which has been meeting monthly for 4-years. This year the group organized a very successful fundraising opportunity through Purdy Chocolates with all proceeds being used to further support the activities of the members.
- Supported FASD Awareness Month in September 2021 by arranging a Red Shoes Rocks event on September 9th, 2021.

Passport

- Received funding for an additional 2 FTEs
- Continued to participate in the OPAN (Ontario Passport Agency Network) Work Plan Sub Groups in response to the Auditor's Report and MCCSS Journey to Belong: Choice and Inclusion Report
- Passport Program underwent an internal review and assessment of the current intake and allocation process which in turn reduced wait times for service users to receive their funds and clearly defined roles and responsibilities amongst team members
- Provincial Program Guidelines were updated in September 2021 and were further reviewed and again updated for the implementation in the 2022/23 budget year to include the continuation and clarification of the Temporary Eligible Expenses in response to Covid-19
- Program distributed a survey to our service users to seek input into what they would like to see for information and training sessions. This was to ensure the sessions met the Passport training needs of recipients and their families. Results of the survey were very positive and provided the team with enough information to develop and implement a virtual training schedule for the 4th quarter of 2021-22 and the framework to develop a plan for re-engaging in face to face drop in's and sessions for 2022-2023

Year in Review



- Service Users welcomed the return of the Passport Press Newsletter, which provides service users with resources. Within upcoming editions, Passport recipients and/or their caregiver(s) will share how Passport has assisted them to achieve a goal, empowered them to engage in an activity of choice or participate in their community

Utilization Percentage Over the Last 5-Years

Fiscal Year	# of Clients	Utilization
2018-2019	3061	71.92%
2019-2020	3474	77.86%
2020-2021	3837	63.43%
2021-2022	4209	60%

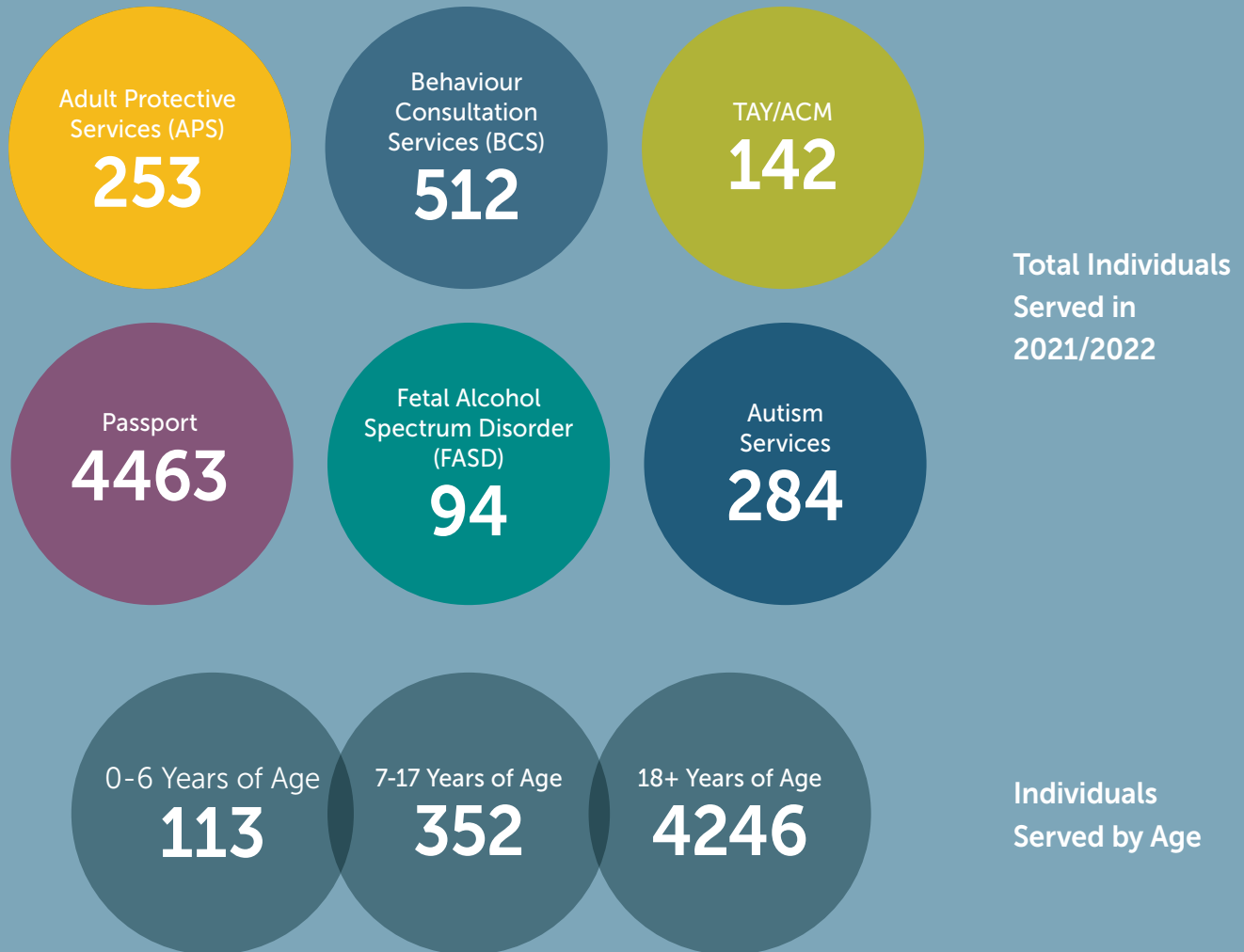
Funded Individuals by Region

Region	# of Individuals Funded
Durham Region	2200
HKPR Region	2263
Total	4463* (approximate numbers as of April 30, 2022)



Statistics

Impact



Our Personnel



Equity, Diversity and Inclusion Sub Committee

2021-2022 Accomplishments



Canopy Support Services Equity, Diversity and Inclusion Committee is dedicated to ensuring that human rights and respect for all is fully reflected in its internal operations as well as in its programming, by addressing and challenging systemic racism, discrimination and oppression, and to model an inclusive and welcoming workplace built on respect for one another while working towards reconciliation. Together we work towards our goal to address issues/gaps in policies and hiring practices, promote staff engagement, and provide access to learning opportunities, resources and initiatives for all Canopy Support Services staff.

The Equity, Diversity and Inclusion Committee works in partnerships with outside agencies and community members to offer training for all staff. Some training opportunities that the EDI committee has offered in the 2021-2022 fiscal year included Diversity 101, Safer Spaces training, Indigenous cultural awareness and Land Acknowledgment training (scheduled for early 2023). Additional action items that the EDI committee has worked towards are inclusive washroom signs, Canopy's Pride logo, Canopy Orange logo for National Truth and Reconciliation, the launch of Canopy's EDI library, the drafting of Canopy's Land Acknowledgment, agency social events (trivia nights and movie/documentary screenings), social media updates and staff engagement e-mails. Additionally the EDI committee provides a safe space for all staff to bring forward EDI feedback. Together we continue to provide ongoing training for all Canopy Support Services Staff and Volunteers while opening up and reaching out to community members for feedback on the continuing steps needed to make towards a truly Safer Space and environment.



Canopy Support Services' Equity, Diversity and Inclusion committee works actively to be at the forefront for cultivating safe spaces for staff and individuals that we support. Our committee ensures accountability for change, and offers learning opportunity for growth and development. The EDI committee's commitment to ongoing learning enhances the quality of services delivered to the populations that we support. It was noted at Canopy Support Service's QCI meeting that the EDI committee has been successful at increasing staff training and awareness. This training has provided changes that will be continuously implemented. This feedback speaks to the ways that the EDI committee aligns with Canopy Support Services' core value of continuous learning.

Equity, Diversity and Inclusion Sub Committee

2021-2022 Members List

Susanna Fischer (Chair 2022)

Behaviour Consultant - OAP Department

Celeste Fox (Chair 2021)

Team Lead - Specialized Services

Amber Lawler

TAY Coordinator - QA, CM and Specialized Services

Katie Ayres

Adult Protective Services Workers - APS Dept.

Annastasia Drechsler

Passport Business Analyst - Passport Dept.

Kristy Allen

Behaviour Consultant – BCS Dept.

Leah Moody

Adult Case Manager - ACM Dept.

Margaret Marchen

Service Coordinator - BCS Dept.

Treena Osinga

Behaviour Consultant - OAP Dept.

Allison Bowes

HR Coordinator - HR Dept.

Debbie Timperio

HR Manager - HR Dept.

FOCUS Accreditation



Canopy Support Services is happy to announce we have been successfully re-accredited by FOCUS Accreditation for four more years from June 2022 – June 2026!

What we accomplished:

- 4 day audit (2 days onsite) of the FOCUS 2014 standards
- A thorough review of 167 applicable standards in total
- 14 multi-hour interviews of point people
- 121 stakeholder surveys completed
- Over 500 documents reviewed and prepared by Canopy staff
- Total of 14 domains covering:
 - Ethical Practices, Rights & Responsibilities, Planning & Achieving Outcomes, Communication, Accessibility, Governance & Leadership, Financial Management, Risk Management, Organizational Learning & Improvement, Human Resources, Relationships, Partnerships & Community Connections, Health, Safety & Wellness, Services Outside the Home, Services for Children & their Families, Clinical Services
- A total score of 97.9%, our highest score to date

“Canopy is an amazing agency to work for that provides a good work life balance, ability to support employees and the people we support ensuring mental health etc. is at the best of interest at all times.”

– Staff

“A very welcoming program to have our son be a part of. Our consultant goes above and beyond to make sure our needs are being met.”

– Family

“My family and I are extremely thankful for passport funding. This funding has helped my daughter to have a more fulfilling life in the community. This funding is helping her to be more independent, helps her to be safe in the community and at the same time to give back to the community.”

- Family

EVERY *child* MATTERS



Fun Facts



In total, Canopy welcomed 22 new staff this year!



CN compiled a list of over 290 resources for individuals, services, families and community partners



Hosted 6 placement students throughout the year!



One year of operating the Equity, Diversity and Inclusion Sub-Committee



Launched Instagram in May 2022 and now have 117 posts with 215 followers.



642 Total Intakes completed by Central Navigation



Hosted 3315 Zoom meetings with over 15,000 participants



Hosted 87 virtual events this year with a total of 417 participants



Annual Day of Learning hosted over 100 participants

Save the Date



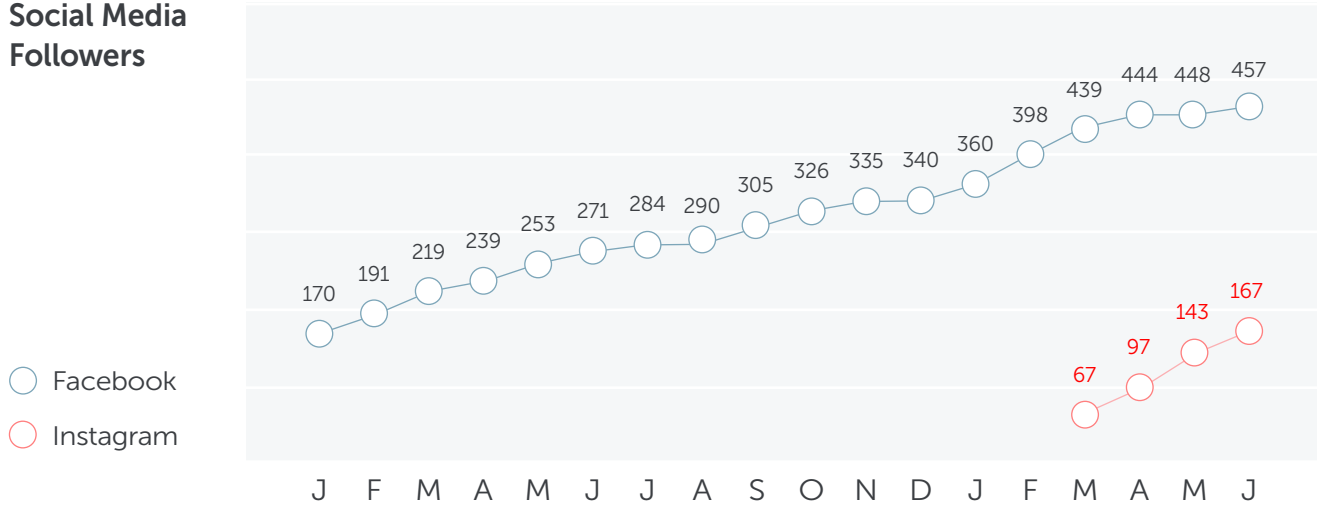
Canopy
Support
Services

Annual Report - 2021-2022

Presents

Stats

Social Media Followers



Instagram

Canopy's Instagram account was launched February 10th, 2022

Top 3 Posts for the year	Clicks	Reach	Reactions	Comments	Shares
Save the Date - Annual day of Learning	356	8,101	101	15	14
Day of Learning Presenters	407	6814	58	32	3
Autism Awareness Month	136	1501	51	1	22

Central Navigation

Central Navigation had a total of 697 referrals in 2021/2022 with 642 intakes completed!

Program	# of Intakes Completed
BCS	97
APS	39
FASD	31
Autism Services	120
Early Years Program	16
TAY	22
Passport	359
Combo	4

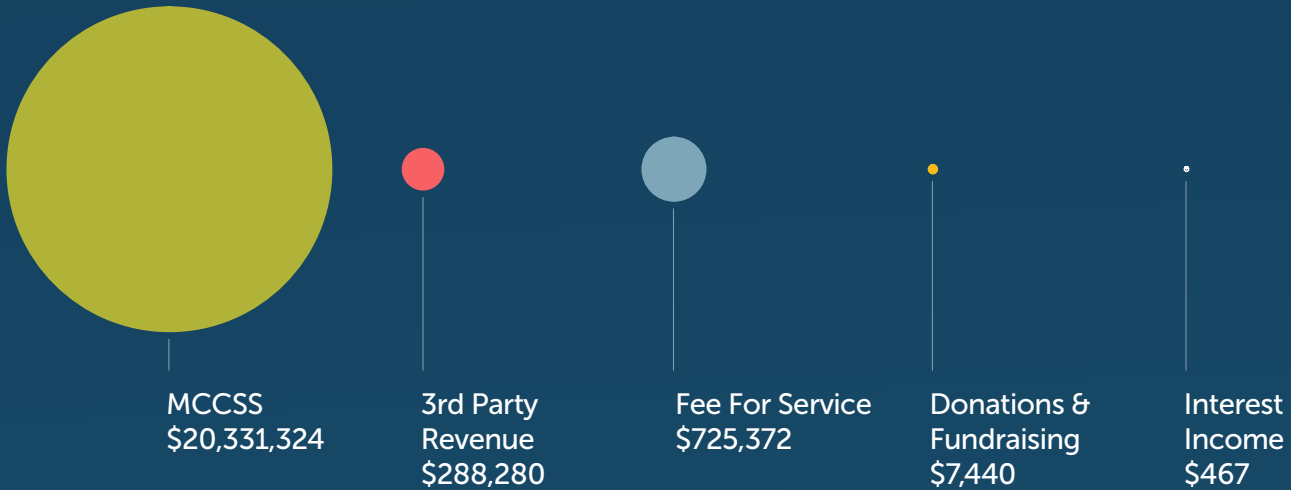


Financial Report

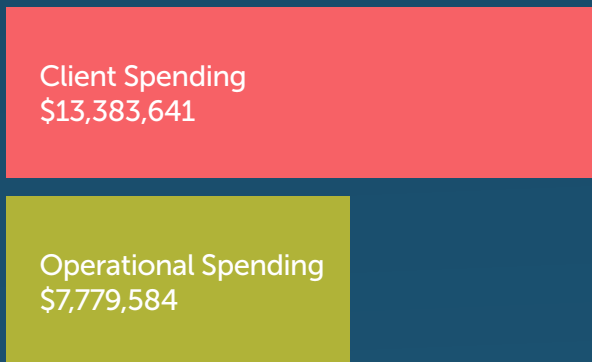
FISCAL YEAR 2021-2022

Funding:

Total Funding - \$21,352,883

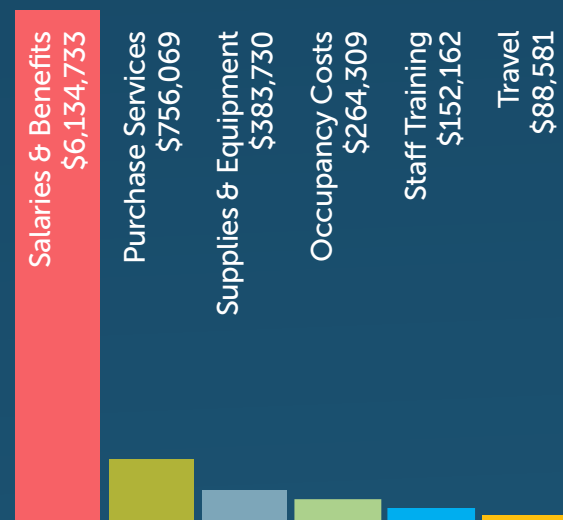


Expenses:



Total Expenses - \$21,163,225

Operational Expenses:



Total Operational Expenses - \$7,779,584



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.



Empowering Individuals.

Enhancing Support.

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  CanopySupportServices

