



Central West Specialized
Developmental Services

ANNUAL REPORT
2023 - 24



TABLE OF CONTENTS

- 3** Denise Mitchell, Board Chair and Message from Patricia Kyle, CEO,
- 4** The Project Transform
- 6** A Year of Transformation and Growth
- 7** Domenico's Journey: A Testament to Community and Care
- 8** A Journey of Transformation: CWSDS Partnership with RNAO
- 9** Community and Services Quality Improvement Initiatives
- 10** Celebrating Dedication and Commitment: 2024 Service Awards
- 11** Financial Statements 2023 - 24
- 12** Celebrating 50 years

BOARD

BOARD EXECUTIVE:

- Denise Mitchell, Chair
- Monica Bettazzoni, Vice-Chair
- Shahroz Jafri, Treasurer
- Paul Bourque, Secretary

BOARD DIRECTORS:

- Aisha Ghafoor
- Diljeet Singh Munder
- Dr. Olivia Ng
- Omar Hashem
- Sally Elsadek
- Scott Waterhouse
- Susan Quinn-Mullins

VISION ➔

Driving excellence in specialized services for people with intellectual and developmental disabilities and complex needs

PURPOSE ➔

To improve the quality of life for the community of people with intellectual and developmental disabilities who have complex needs by providing specialized services and supports

VALUES

Accountability
Adaptability
Collaboration
Inclusion
Innovation
Respect



Message from Denise Mitchell, Board Chair and Patricia Kyle, CEO

This year has marked a period of profound transformation at CWSDS, as we strive to enhance the lives of everyone we support. Guided by the strategic mandate from our board we have undertaken critical initiatives to strengthen our services and meet the evolving needs of our community, now and in our future.

We recognize that change can bring challenges, yet we remain steadfast in our commitment to transparency and collaboration. Post-pandemic challenges, including labour shortages and economic pressures affect all of us, especially within healthcare and social services. Despite these challenges, CWSDS remains a trusted advocate working towards cross-sector improvements with our community partners.

Our dedication to our employees and community is unwavering. Over the past year, we've developed a new strategic plan, Project Transform. Built on extensive input from employees, families, and community partners, we extended our strategic directions to allow for seamless integration of new initiatives. Highlights of our ongoing work include our designation as a Best Practice Spotlight Organization (BPSO) in partnership with the Registered Nurses' Association of Ontario (RNAO), marking CWSDS as the first developmental services organization globally to achieve this recognition. This honour reflects our focus on clinical excellence and reinforces our leadership in delivering specialized care.

Looking forward, Project Transform encapsulates our journey toward sustainability, better services, and growth. Through this initiative, we're prioritizing data-informed decisions, enhanced communication, and a renewed commitment to our employees' well-being. As we near our 50th Anniversary in 2025, our mission remains centered on fostering a supportive, inclusive environment for everyone at CWSDS.

Together, with your support, we're building a brighter future. Thank you for your dedication to our mission, and let's continue moving forward, united and resilient.

Warm regards,



Denise Mitchell
Board Chair, CWSDS



Patricia Kyle
CEO, CWSDS



STRATEGIC DIRECTION FORWARD

Project Transform is all about making life better for the people we support. It's about moving towards a future where everyone feels included, where our services are excellent, and where we're there for each other every step of the way.

Because here's the thing: YOU are the heart and soul of what we do. Whether you're a cherished colleague, one of the incredible people we support, or a valued family member, we're in this together, as one big family. Your voice is the heart of our journey to belonging.

Together, we're an unstoppable force of positivity, inclusion, and empowerment. Let's make magic happen!

Revenue Generation and Growth Strategies

Exploring new ways to grow and generate revenue.



Equipping the Leadership Team

Equipping our leadership team for success.



Enhancing Clinical Services

Enhancing our clinical services for better care.



Organizational Culture Improvements and DEI

Focusing on culture improvements and diversity, equity, and inclusion.



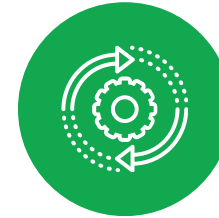
Equipping & Supporting Our Team

Equipping our leadership team for success.



Leading Specialized Care for People

Implementing top quality practices.



Preparing for Sector Transformation

Preparing our systems for sector transformation.



TRANSFORM



A Year of Transformation and Growth

At Central West Specialized Developmental Services (CWSDS), our commitment to enhancing the lives of individuals with developmental disabilities remains at the forefront of everything we do. In 2024, we embarked on a transformative journey under Project Transform, an initiative designed to elevate our services, empower our staff, and strengthen our community partnerships.

Project Transform will continue to be a catalyst for positive change, driving innovation across all aspects of our organization. From the modernization of our services to the implementation of new programs focused on people-centred care, we are dedicated to ensuring that every individual we support feels valued, included, and empowered.

Looking ahead, our strategic direction is focused on continuous improvement and growth. We are committed to expanding our community impact, enhancing our care delivery models, and fostering a culture of excellence and inclusivity. As we move forward, CWSDS will continue to lead with compassion, innovation, and a steadfast commitment to the well-being of those we serve. Scan QR code below to learn more:



-  Building a brighter, inclusive future together
-  Empowering staff, transforming community supports
-  Commitment to excellence and continuous improvement
-  Enhancing care through strategic, thoughtful changes





Domenico's Journey: A Testament to Community and Care

Domenico's journey with Central West Specialized Developmental Services (CWSDS) highlights the power of community, dedication, and personalized support. Since joining the S.T.A.T.E. (Short Term Assessment and Treatment Environment) home in December 2022, Domenico has flourished under the care of the S.T.A.T.E. and Hillside teams.

In 2023, Domenico embarked on a significant transition for long term supported living to Hillside, a move carefully planned and supported by the CWSDS. Kwasi Obeng, Manager of S.T.A.T.E. & Pineview, reassured Domenico's family, saying, "**He has a well-established Behavior Support Plan in place that our team is familiar with, and we will continue to collaborate closely with his support team to ensure he receives our utmost attention and care.**"

Mirian, Domenico's mother, expressed her gratitude, stating, "**Kwasi, in the short time you have been at S.T.A.T.E., you have been a great strength for me. Although Domenico has been living at S.T.A.T.E. since December 2022, this transition marks a new beginning for him and us, his family.**"

In June 2024, Domenico transitioned to Hillside, where the team at CWSDS ensured continuity and quality of care. Activities planned for his transition week included joining day services in the gym, where Domenico continued to thrive and build new connections.

The collaboration between CWSDS and Domenico's family has been key to his success. Weekly updates provided his family with reassurance and joy, demonstrating the impact of a community working together to empower individuals with developmental disabilities.

Domenico's story is a beacon of hope and a testament to the mission of CWSDS: providing exceptional care and support to ensure every individual leads a fulfilling and meaningful life.

As we continue this journey, we remain committed to empowering more lives and building a brighter future.





A Journey of Transformation: CWSDS Partnership with RNAO

Central West Specialized Developmental Services (CWSDS) is proud to announce our groundbreaking collaboration with the Registered Nurses' Association of Ontario (RNAO), **making us the first Developmental Services Sector organization globally to become a Best Practice Spotlight Organization (BPSO).**

Our journey with RNAO aims to elevate the quality of care through the integration of RNAO's Best Practice Guidelines (BPGs) into CWSDS day-to-day operations. This collaboration reflects our commitment to clinical excellence and continuous improvement. Leading this effort are Jhanvi Kothary, BScN, RN, and Thaaniya Theivendiran, RN, whose leadership has been instrumental in implementing these guidelines. Their work, along with the dedication of our clinical support/services team, and our Direct Support Professionals, has fostered a culture of continuous learning and excellence.

The collaboration officially launched in 2021, marking a significant commitment to improving care and support through a systematic approach. After three years of dedication and hard work, we proudly achieved this designation. Now, this practice is seamlessly integrated into our daily operations, ensuring continuous improvement year after year. As part of our strategic vision under Project Transform, this approach strengthens our ability to provide exceptional care while maintaining a focus on innovation and teamwork.

As we continue this journey, we are committed to sharing our experiences and inspiring others in the sector. This partnership is not just about achieving a designation; it's about transforming lives and creating a brighter, more inclusive future.

We invite our community to join us in celebrating this achievement and working together to make a lasting impact.



Community and Services

Collaborative community services

4

9,765

People supported through Passport Services which facilitates funding and programs enabling them to be involved in their communities and live as independently as possible.



The Peel Children's Review supported

19

children.



11,500

People and their families supported in the Central West Region

Additional 116

Families accessing the Reverse Respite Program.



1,328

Adults, children, and their families supported through Halton Support Services receiving education about community program opportunities and coordination to facilitate access to programs.



248

People supported through the Central West Network of Specialized Care providing a critical cross-sector linkage for people with high support and complex care needs, bringing together professionals from a variety of sectors, with a common goal of improving the navigation, access and quality of services.

Our Service Resolution/Solutions Team Halton managed an additional **138** cases, including high need urgent responses and the Service Resolution/Solutions Team Peel managed **176** cases including high need urgent responses.

Our Dual Diagnosis Service provides comprehensive clinical assessment, treatment planning, on-site and follow-up support, mentoring, consultation, and education to people and their families/caregivers who are supported through our 4 community programs (**89**) and our supportive living homes. Our highly trained clinical team is comprised of specialists in Speech-Language Pathology, Occupational Therapy, Nursing, Behavioural Services, Physiotherapy, and Neurodevelopmental Psychiatry. Team members work collaboratively, and each has a particular expertise to assist people in achieving their full potential.

Quality Improvement Initiatives

This year, CWSDS made strides in enhancing quality care through several key initiatives. Our **RNAO Best Practice Spotlight Organization (BPSO)** designation marked a major achievement, improving evidence-based care for the people we support and embedding Best Practice Guidelines into our service delivery. We also transitioned to a "mask-friendly" approach, updating our **Personal Protective Equipment (PPE) and Masking Guidelines** to prioritize the health and safety of both staff and the people we support.

To ensure full compliance for mask-friendly environment, we rolled out comprehensive **training tools** and a **tracking system** that verified staff understanding of new protocols.

We are continuing to encourage the use of **Quintuple Aim** as an instrumental framework in optimizing performance and elevating care quality, focusing on accountability and transparency. We continue to improve our processes that allow us to learn from incidents, implementing improvements to better meet the needs of the people we support.

These initiatives, part of **Project Transform**, demonstrate our commitment to continuous improvement, ensuring we provide the best care and support for our community.

CELEBRATING DEDICATION AND COMMITMENT: 2024 SERVICE AWARDS

At CWSDS, we are proud to honor the dedication and commitment of our staff through our annual Service Awards, recognizing those who have reached significant milestones, from 5 to 35 years of service. Each of the following team members have played a key role in enriching the lives of the people we support, and we are deeply grateful for their contributions to our mission.

5 YEARS

Holly Thomson
Kelsey Gillan
Jonathan Esabu
Whisty Wedderburn
Mohan Sapkota
Waheed Ahmed
Patrick Riley
Ndiduru
Christina Shea
Kemisola Oladapo
Russell Robinson
Cynthia Karwowski

10 YEARS

Laura Reyes Rodriguez
Carolyn Amato
Sarah Lewis
Emily White
Sylvia Fattore
Maulik Patel
Anthony Hughes
Stephen Temple
Slavica Ilic
Carol Sipiwe Dube
Paige Bax
Ruth Rollo

Adina Batson
Alex Atsu-Darko
Ashley Blais
Kathryn Malynyk
Tanisha Nelson
Bibian Nwaigwe

15 YEARS

Kelly Stockdale
Andra Leja
Amanda West
Dionne Burrell
Caroline McIntosh
Nicole Cousins

20 YEARS

Irina Don
Vanessa Mann
Katherine Warren

25 YEARS

Lisa Krumpek

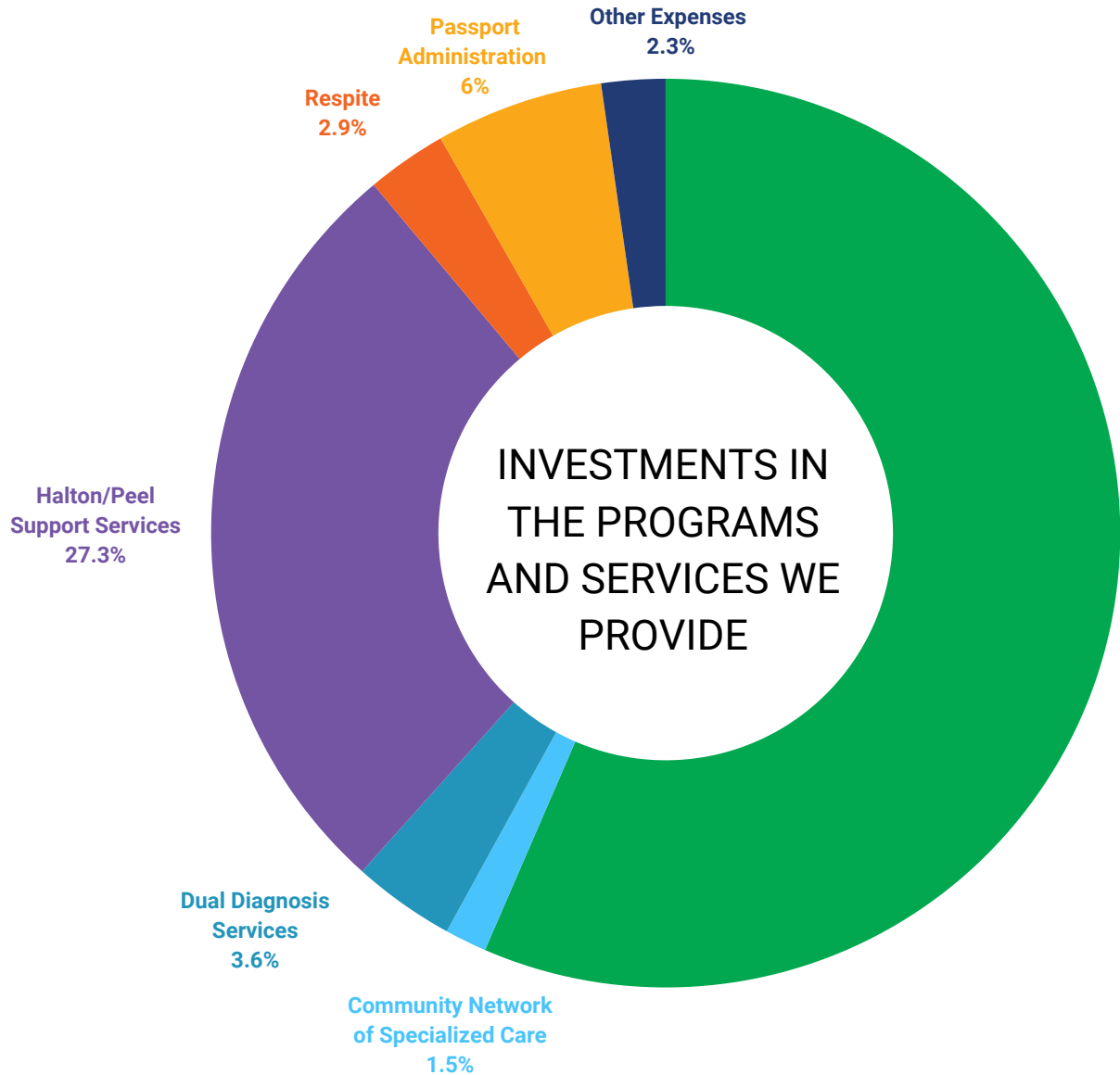
35 YEARS

Ginny Scott
Diane Boulter





FINANCIAL STATEMENTS 2023 - 2024



CHARITABLE DONATION FUND*

REVENUE

Donations	\$40,217
Excess of revenue over expenditures	\$13,989

EXPENDITURES

Equipment	\$18,968
Recreation	\$7,260
Total	\$26,228

BALANCE

Beginning of year	\$209,027
End of year	\$223,016

* The Charitable Donation Fund is comprised of Restricted and Unrestricted Assets. Included in balance of \$223,016 is \$108,188 that has been designated as restricted and has been identified for specific expenditures.

Supported Group Living
56.5%

Total Revenue = \$41,708,292

Total Expenses = \$41,355,637

50

YEARS
ANNIVERSARY
CELEBRATION

In 2025, Central West Specialized Developmental Services (CWSDS) will proudly celebrate 50 years of dedicated service to people with **specialized** developmental disabilities. This milestone not only reflects half a century of care and support but also highlights our recent achievement of the prestigious RNAO Best Practice Spotlight Organization (BPSO) designation.

As we honor our past and look to the future, we are excited to continue elevating the quality of care through Project Transform. Join us in celebrating five decades of service, innovation, and excellence, and stay connected by following us on social media and visiting our website often for updates as we commemorate this incredible journey together!



53 Bond Street, Oakville, ON, L6K 1L8 | 905 844 7864 | cwsds.ca
Charitable Donation Number: 10779 0263 RR0001

