



clements centre
for **FAMILIES**

Hope, belonging & independence.

2022

**20
23**

**ANNUAL
REPORT**





clements centre
for **FAMILIES**

Hope, belonging & independence.

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We feel grateful and honoured to provide our services on the traditional and unceded territories of the Lyackson, Stz'uminus, Penelakut, Halalt, Dididaht, Pacheedaht, Quw'utsun, Malahat, Pauquachin, and Ts'iibaa-asatuz people.

Clements Centre Society recognizes that residential schools and other acts of colonization have resulted in broad inequities for Indigenous people in Canada. These inequalities create significant barriers for Indigenous children, youth, adults, and families trying to access programs and services. The Society envisions a community in which all individuals are accepted, valued, and celebrated and acknowledges its responsibility to work towards reconciliation with Indigenous communities.

Clements Centre Society is committed to inclusive practices, providing equitable opportunities for underrepresented groups including women, Indigenous peoples, persons with disabilities, members of visible minorities and LGBTQIA2S+ applicants. We are dedicated to building an inclusive workforce that comprises individuals who have an array of identities, abilities, background, culture, skills, perspectives, and experiences that are representative of the current and evolving population.

From the CEO & Board Chair

From Twinkle to Twilight

Over the past 66 years, Clements Centre Society has evolved with the community and people it serves. The essence of the organization's impact is the continuum of care and services that span from life's beginning to its end. The dedication of staff and volunteers to a commitment to walk alongside people on their journey is a testament to the values of the organization and the focus on creating opportunities for hope, belonging, and independence.

We want to give a special thank you to our recently retired CEO, Dianne Hinton. For over 30 years, Dianne served in a variety of capacities to contribute to the well-being of those Clements serves.

Over the past year, Clements Centre for Families delivered support and programs to over 1,900 children and families, and 192 adults in the Cowichan region. We invite you to look beyond the numbers to the people – their unique stories – some of which are included in this report.

Throughout the 2022/23 fiscal year, Clements continued to provide services that made an impact on hundreds of lives. Provincial funding from the Ministry of Children and Youth and Community Living BC - and the incredible support from our generous donors, sponsors, and partners - allowed us to maintain and expand programs and services to meet the increasing demands and needs in our community.

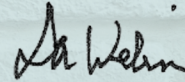
What's next for Clements? We are thrilled to share that we have successfully received another three-year accreditation from the Commission on Accreditation of Residential Facilities (CARF), which signals our commitment to continually improving services, encouraging feedback, and serving the community. We are also embarking on a new three-year strategic plan. Among its pillars is to strengthen the goal of fostering equity, diversity, and inclusion in everything we do. Clements continues to work with community partners in navigating challenges in policy shifts, homelessness, impacts of climate change, and accessibility for the folks we serve.

On behalf of the board and leadership, our deepest gratitude to staff and volunteers, who give so much in service to our community. To our community partners, donors, and funders thank you for investing in a belief that together we can create a community where all individuals are included, valued, and celebrated.




Dominic Rockall, CEO





Leslie Welin, Board Chair

Our Mission

We bring hope, belonging, and independence to children, youth, and adults with developmental needs and their families by offering programs and services that promote participation and engagement

Our Vision

Clements Centre Society envisions a community in which all individuals are included, valued, and celebrated

Meet the Board



Leslie
Welin

Board Chair



Richard
Calverly

Vice Chair/Treasurer



Carreen
Ungeran

Secretary



Catherine
Hudson

Director



Nicole
Diachuck

Director



Jean
Scholefield

Director



Spencer
Schmidt

Director



Ray
Anthony

Director



Nancy
Dower

Director

Our Values

Equity

All people have the right to be treated with dignity and respect

Access

All people should have access to needed services that achieve maximal outcomes

Inclusion

All people are entitled to live and participate as full citizens in the community of their choice, with the same rights, obligations, and responsibilities as other citizens

Autonomy

All people must have their personal autonomy protected, with every effort made to nurture and enhance self-determination

The Importance of Early Intervention: Mark's Story

Mark's journey highlights the importance of early intervention and support for children with developmental needs. When Mark was only one year old, his mother Katie noticed that he was struggling to communicate and often had meltdowns. This made it challenging for them to leave the house, and they felt isolated and judged by others. However, with the help of a doctor and the Sundrops Centre for Child Development, they were able to find the support they needed to help Mark thrive.

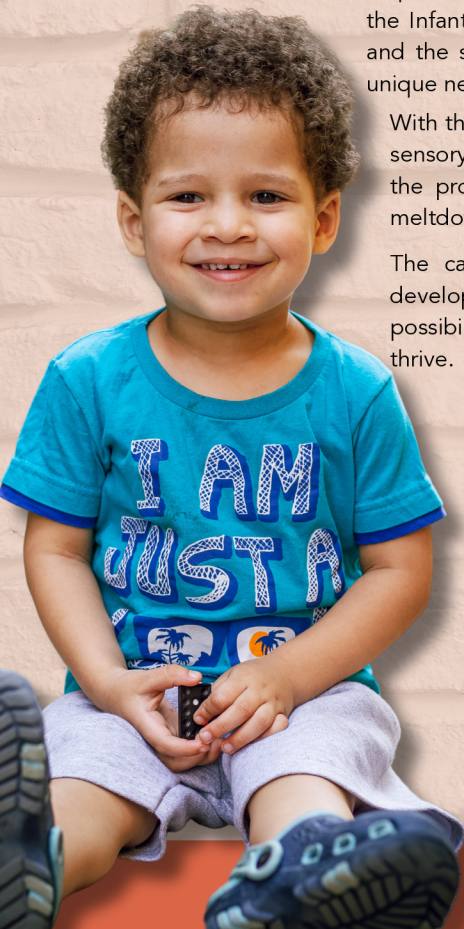
Mark had difficulty speaking and would frequently become upset, making it increasingly difficult for Katie and her family to leave the house. Fortunately, Katie decided to seek help from her doctor, who referred her to Clements' Sundrops Centre for Child Development. Upon arriving, Katie was met with compassion and understanding from the staff, who helped Mark feel more at ease. Through the support of Sundrops, Katie and Mark were introduced to sensory-sensitive approaches and materials that helped Mark be more comfortable and emotionally regulated.

They were able to participate in playgroups and online Zoom sessions, even during the pandemic, which helped them stay connected to a supportive community of child development experts. With the help of the Infant Development and Speech Pathology team, Mark was able to meet his developmental goals, and the support they received ensured their family could thrive and celebrate his diverse abilities and unique needs.

With the help of the team at Sundrops, Katie was finally able to understand that Mark was experiencing sensory issues, which had been contributing to him becoming upset. Through this understanding and the provision of appropriate resources, such as sensory-sensitive approaches and materials, Mark's meltdowns were greatly reduced.

The care and support provided by the team at Sundrops not only helped to improve Mark's development, but also provided relief and hope for Katie and her family. By opening up a world of possibility, the team helped them feel less alone and gave them the tools they needed to help Mark thrive.

Overall, Mark's story is a testament to the importance of early intervention and finding the right support for children with developmental needs. The Sundrops Centre for Child Development provides a safe and welcoming space for families who may be unsure of what to do. With their resources and knowledge, they can match children with the support they need to thrive.



Above and Beyond: Speech & Language Therapy Changes Lives

"The warmth that I experienced right off the bat was just immense, the warmth, the welcoming... as a parent, to experience that warmth, that welcoming that support having somebody say, "it's okay".

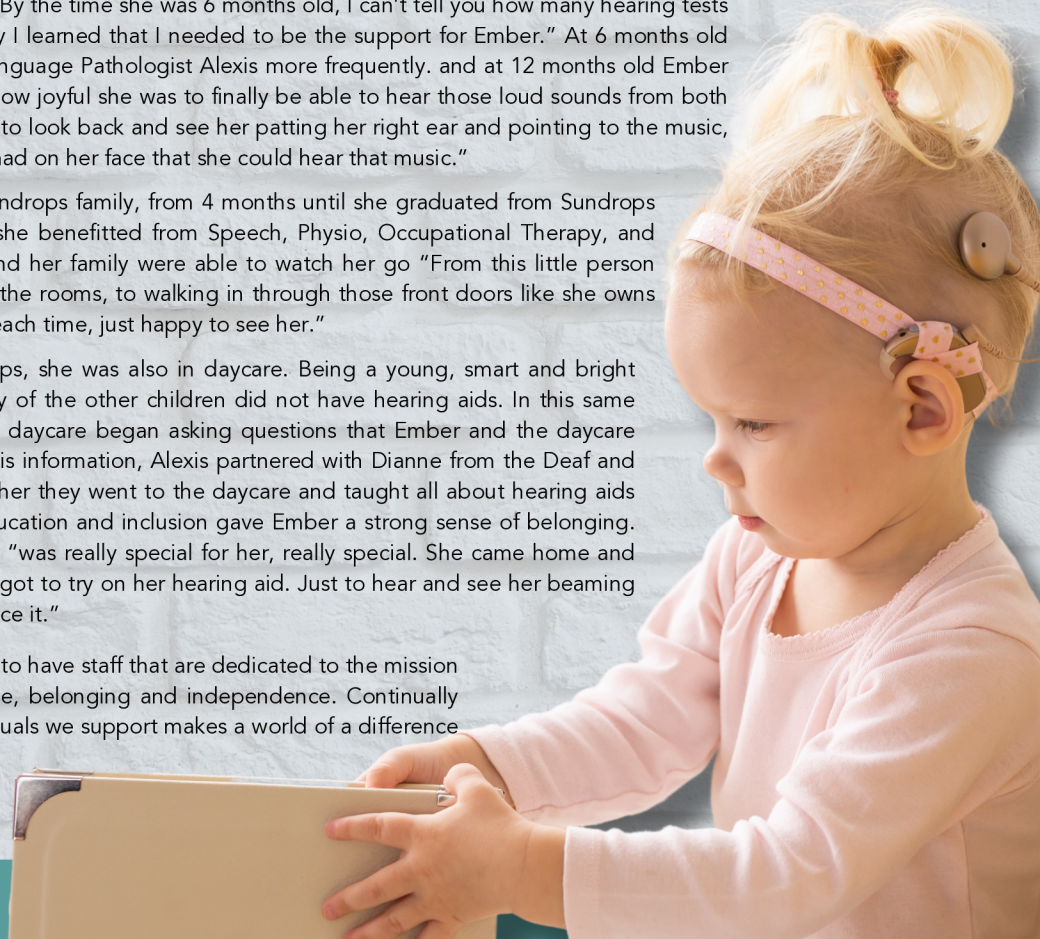
Becoming a new parent is an exciting, yet challenging journey. It can be overwhelming to navigate the world of parenthood, especially when your child has hearing loss. Ember was born with microtia. Microtia is a condition where the external ear is underdeveloped or missing. It is often accompanied by hearing difficulties. Ember's family's world had taken a turn, and her mother shared "It was just so overwhelming because I had never heard of microtia before". Ember's mother Ami often felt a sense of discomfort during the time Ember was receiving multiple tests "It's a scary thought to have to fully sedate your child to have an MRI." Often, Ami and her family felt as though they were consoling the staff running the test on Ember often hearing and were made to feel as though being diagnosed with a disability implies a negative connotation.

When Ember was 4 months old, she began accessing Sundrops Centre for Child Development, being so young her intervention therapies had to wait. "By the time she was 6 months old, I can't tell you how many hearing tests she had and how often and very quickly I learned that I needed to be the support for Ember." At 6 months old she began visiting Sundrops Speech Language Pathologist Alexis more frequently, and at 12 months old Ember received her first hearing aid. "To see how joyful she was to finally be able to hear those loud sounds from both ears, that is one of my core memories - to look back and see her patting her right ear and pointing to the music, and lifting her ear up... just the joy she had on her face that she could hear that music."

Ember quickly became a part of the Sundrops family, from 4 months until she graduated from Sundrops at 5 years old. During those 5 years, she benefitted from Speech, Physio, Occupational Therapy, and infant development consultants. Ami and her family were able to watch her go "From this little person that was just shy and uncomfortable in the rooms, to walking in through those front doors like she owns the place - and would just greet Alexis each time, just happy to see her."

During Ember's time accessing Sundrops, she was also in daycare. Being a young, smart and bright mind, Ember quickly realized that many of the other children did not have hearing aids. In this same way, the children that were in Ember's daycare began asking questions that Ember and the daycare staff were unable to answer. Hearing this information, Alexis partnered with Dianne from the Deaf and Hard of Hearing community and together they went to the daycare and taught all about hearing aids to the kids and the staff. Promoting education and inclusion gave Ember a strong sense of belonging. Her mother shared that this experience "was really special for her, really special. She came home and was telling us all about it. That the kids got to try on her hearing aid. Just to hear and see her beaming with pride and that they got to experience it."

Clements Centre for Families is blessed to have staff that are dedicated to the mission and vision of promoting inclusion, hope, belonging and independence. Continually going above and beyond for the individuals we support makes a world of a difference for families like Ember's.



Support that lasts a lifetime Over 50 years of Judy Frejd!

Supporting people with disabilities throughout their lifetime is a crucial aspect of ensuring their overall well-being and quality of life. At Clements, we envision a community where all individuals are included, valued and celebrated. Providing proper care and support throughout a person's lifetime ensures support of education, employment, healthcare, housing, and social and financial support. This year we are celebrating Judy Frejd, who was a part of The Clements Centre for Families for over 50 years! Judy started her journey at Clements when she was 27 years old. At the time Clements Centre for Families was operating as the Cowichan Opportunity Centre when it was opened in the 1970s. Judy is now living in Victoria receiving the best support for her needs.



"Judy was the heart and soul of our program. She is such a bright and busy character—a true force of nature! Judy loves people with an open heart and an open mind, something we could all do well to tap into. She has inspired us all – she's a one-of-a-kind hard, act to follow!"

- Shelia Coogan

Adult Day program Coordinator



She was definitely the best, most enthusiastic "Happy Birthday" singer you will ever encounter. It wasn't officially your birthday until Judy had sung to you! Judy loves kitty cats – a little too vigorously at times, but very sincerely. When the Seniors group used to visit the SPCA to pet the kitties. Judy didn't care if the kitties were friendly or not, she loved them all equally. This trip was often followed with Tim Hortons for a cup of tea and a donut – Judy's donut had to have the most sprinkles possible on it, which she would proceed to eat pretty much one at a time! Once she has settled in more we are going to take a little day trip down and take her out for a cup of tea and a donut!

In loving memory

David Flynn August 2, 1964 -January 13th 2023

In his own words, David was a cool, awesome guy! His quick wit coupled well with his quick jokes. Always the star of the show, David loved to laugh, make others laugh and serenade people. He was a big sports fan. He loved his Montreal Canadiens hockey and his Blue Jays baseball. He would never fail to show you how fast he could run the bases (he was pretty quick) - especially quick to sneak a chocolate chip cookie into his sock drawer.

He would deny it up and down, even if the chocolate on his lips said otherwise! He was a hard worker, and loved to help with tasks outside. He loved going to the casino with his brother Denny and Sister-in-law Sandy, where he might lose his money, but he was okay with that, he still got his favorite drink, an ice-cold Caesar! David had a big sense of humour, but an even bigger heart, with a smile and laugh that still touches all who knew him to this day. David passed away January 13th, 2023 and we will always miss him.



Steve Cosh December 13, 1947-April 27th 2023

Steve Cosh, the man, the myth, the legend.

When Ryall Road Group Home was established in the 90s, Steve was one of the first residents to move into the house. Steve brought along plenty of charm, a great sense of humour and an amazing love for adventure. Throughout his years at Ryall, Steve went on lots of amazing trips and scenic cruises and had his fair share of thrill-seeking activities, like white water rafting. Steve was a man who always wanted to be involved in the action. The last adventure Steve embarked on was a relaxing trip to the Vancouver aquarium with all his roommates from Ryall. Making memories with the people he loved is what brought Steve joy and what kept that handsome smile shining. Steve made friends anywhere he went; that smile was infectious. To know Steve was to love Steve. Steve was born December 13, 1947, and passed away peacefully on April 27, 2023, after an amazing 75 years of life. Steve made such meaningful connections in his 30 years at Clements and taught so many of us important lessons. Always live life to the fullest, and do it with a smile, it's what Steve would want.



History in the Making

BLACK TIE AWARDS



Non-Profit Organization

The Duncan Cowichan Chamber of Commerce hosted Cowichan's premier celebration of excellence, the Black Tie Awards! This event pays homage to the outstanding achievements of businesses, individuals and organizations across the Cowichan Valley for their dedication to their work.

This year's Black Tie Awards consisted of nine categories with hundreds of nominees. Clements Centre for Families was not only able to clinch a nominated spot among many amazing non-profit organizations, but was selected as a finalist as well.

The Chamber of Commerce held the Black Tie Awards on May 9th, 2023 at the Chemainus Theatre. This wonderful evening displayed the amazing characteristics of a supportive and well-connected community. Clements Centre for Families was honoured to be placed as one of the top three finalists for the non-profit organization award alongside Nourish Cowichan and Providence Farm.

For the first time in Black Tie Awards history, all three finalists were named winners. Receiving this award is an honour and will be for years to come!



“As the CEO of Clements Centre for Families, I was humbled and exhilarated that we were nominated for the Duncan Cowichan Chamber of Commerce Black Tie Award. This recognition is a testament to the unwavering commitment and dedication of our incredible staff who pour their hearts and souls into making a positive impact on the lives of the people we serve.

Winning this award symbolizes the collective effort and pursuit of our mission to uplift and empower individuals, families and our community.

The awards night was an emotional and heartwarming experience. It was a moment of pride and validation for our entire organization. To be acknowledged by our peers and members of the business community, reaffirmed that our work is making a meaningful difference.

But this award is more than just a trophy; it represents the lives touched, the smiles brought, and the futures transformed. It reminds us that, as a non-profit organization, our greatest reward lies in the positive impact we create.

I am immensely grateful to our dedicated staff, who go above and beyond every day to make our vision a reality. Without their hard work, passion, and unwavering dedication, this award would not have happened.

I am grateful to the Chamber of Commerce for recognizing our efforts and to all our supporters and partners for believing in our mission. This award strengthens our resolve to be an even greater force for positive change in the lives of those we serve, and our community.”



A handwritten signature in black ink that reads "D. Rockall".

Dominic Rockall, CEO



The Mindful Mouthful: A documentary

The Mindful Mouthful is a unique social enterprise that has captured the hearts and tastebuds of the Cowichan Valley. This warm, welcoming, fun environment could not be what it is without the dedication of our 14 neurodivergent employees and fantastic support staff. The Mindful Mouthful Spent last winter with M1 Films creating a documentary showcasing the wonderful social enterprise and commercial bakery.



Watch the Mindful Mouthful
Documentary here!



SCAN ME!

Supported Employment

This year, our Supported Employment Program (SEP) was successful in helping those we serve to secure thirty-five new jobs. While many participants aim to gain employment with one employer, others request support in securing employment at more than one job site. Our aim is to help work towards the achievement of each individual's goals and aspirations, and we were proud to help several people secure employment at more than one job location. SEP is a hybrid employment model, operating on a flex shift. As a program providing direct employment support, we work when those we serve work. We are truly a program that focuses on meeting individuals' needs.

In SEP, we set meaningful targets every year, and work hard to reach these. We were pleased this fiscal year to have achieved the majority of our targets, despite ongoing labour market challenges. Some job seekers require additional education and training pertaining to their desired employment, and we are happy to report that SEP supported participants to complete training requirements in a diverse set of areas.

SEP currently serves 44 individuals, and three-quarters of those holding employment work a significant number of hours per week - contributing meaningfully to their financial and personal well-being.

We are dedicated to serving participants based on the best available knowledge and information in our field. As such, we dedicated time this year to ensuring that each staff member in our department gained their Job Development Certification through Canadian Association for Supported Employment (CASE). Thank you, Inclusion BC, for the grant funds that made this training possible! Our aim is to have a job developer team focussed on continuous improvement, and training opportunities like these help us achieve this goal.



Mindful Moments

Meet Robert!

Robert is a community-minded individual and business owner. He volunteers once a week in The Mindful Mouthful Kitchen!

Moving here from Gabriola, Robert began volunteering to become connected to the community. He enjoys engaging with others and always brings joy to the Mindful Kitchen! Thank you for all you do Robert!



THANK YOU!

For your support in bringing hope, belonging and Independence
to individuals with developmental disabilities in the Cowichan Valley!

\$100,000 +

Inclusion BC

\$50,000-\$99,000

Province of British Columbia (Gaming)

\$10,000-\$49,999

The Federation of Community Social Services BC

Patrick Priestner

First West Foundation

Allen & Loreen Vanderkerkhove Family Foundation

Nickle Family Foundation

Westcoast Child Care Resource Centre

\$5,000-\$9,999

The Federation of Community Social Services BC

Inclusion BC

United Way of British Columbia

District of North Cowichan

Canadian Tire -Jumpstart Charity

Tim Hortons

\$1,000- \$4,999

Krystyna Thomson

Dianne Hinton

Bev Angus

Lynda Beaman

Lloyd Moulton LTD

Tacey Ruffner

Mr.Mikes Steakhouse

Bruce & Christina Findlay

Duncan Lodge #69

Oodyoos Pet Store

Intact Insurance Company

Canadian Tire- Jumpstart Charity

Jonathan Hamilton-Irving

Carreen Unguran

Next Step Outreach Day Program Society

Beverly Corners Show & Shine Society

The Federation of Community Social Services of BC

Closson Classic Ball Game

Judith & Erdmann Knaack

Grant & Lynn Clement

John & Ruth Howells

Shirley Cunnin

Kroffat Break & Wheel

Edith Louise Arnott

Coast Capital Savings

David Robertson

Joanna Felton

Duncan Lions Club

Mill Bay Lions

Elco Contractors LTD





For your support in bringing hope, belonging and Independence
to individuals with developmental disabilities in the Cowichan Valley!

\$500-\$999

Kerry Mattin
Catherine Hudson
Royal Canadian Legion Branch 134
Lori Johansen
The University of British Columbia
Lucille & Alfred Kocurek
Alan & Allison Crisp
West Coast Pre-Fab
Dobsons Glass
Shawnigan Lake School
Duncan Reformed Christian Church
Helen Evans
The Real Canadian Superstore
Murray Hatfield Productions LTD
Duncan Lodge #69
Mill Bay Garden Club
Anna & Lucas Tubman
Raymond Wheeler
Susan Cairns
Catherine Nelson-McDermot
Kiwanis Club of Duncan
Cam Drew
Nancy Brennan
St. Andrews Presbyterian Church
Layette Walsh
Robert F Pearce
Superior Excavating LTD
Nicon Developments Limited

\$200-\$499

Pacific Plumbing & Heating LTD
Raymond Lundahl
Susan Plester
B.Dinter Nursery Ltd.
Rudy Massimo
Frances Montgomery
Robert & Dorothy Napier
Micheal Lee
Leslie & Darrell Welin
Tania & Dave Tripp
Jennifer Polack
Minke Vanderweide
Catherine Hudson
Mary Jo Greenwood
Sandra Sproul
West Coast Pre Fab
Marilyn Klizs
Bev Angus
Evan Bensler
Tina Pace
Adrian Beaudin
Marilee Greye

\$200-\$499 Continued

Jan Huggan
Robert Cairns
Norma Irving
Lori Mackenzie
Patricia Angus
Terri McCulloch
Simon Norris
Jo Bodard
Pacific Industrial Marine Ltd.
Rachel Penney
Bruce Ovans
Shawnigan Lake Players



This list is based on the
Previous fiscal year ending
March 31st, 2023. We
have done our best to
ensure this list is accurate.
If you do not see your
name please contact us at
250-746-4135

Sustaining Monthly Donors:

<input type="radio"/>	Juliet King
<input type="radio"/>	Laura King
<input type="radio"/>	Birnie Brathwaite
<input type="radio"/>	Susan Peterson
<input type="radio"/>	Nicole Paras- Charlton
<input type="radio"/>	Susan Lake
<input type="radio"/>	Shelia Gabrielle
<input type="radio"/>	Ray Anthony
<input type="radio"/>	Amber Woodsworth
<input type="radio"/>	Kayla Clarke

<input type="radio"/>	Nancy Brennan
<input type="radio"/>	Lois Gage
<input type="radio"/>	Donna Hobson
<input type="radio"/>	Leah Hokanson
<input type="radio"/>	Sonia Latter
<input type="radio"/>	Samantha Sigeoka
<input type="radio"/>	Darrel & Leslie Welin
<input type="radio"/>	Alison Garnett
<input type="radio"/>	Judy MacNeil
<input type="radio"/>	

Celebrating Years of Service

CELEBRATING 35 YEARS



Marie Reno

CELEBRATING 25 YEARS



Kulwinder Manhas

To the many loyal and long-term staff members who bring their expertise, skills and smiling faces to work every day without fail. Clements could not ask for a better team to fulfill our mission of hope, belonging and independence.

CELEBRATING 20 YEARS

**Megan Bourns
Heather Dawson**

CELEBRATING 15 YEARS

**Alexis VanNieuwkerk
Cara Bucklee
Marlene Smiley
Teri McLeod**

CELEBRATING 5 YEARS

- Courtney Battie
- Brenda Guild
- Nancy Donovan-Calverley
- Joanna Felton
- Laura Furness
- Andrea Logan
- Lennie Molina
- Mavis Nolte
- Meghan Robertson
- Shane Seymour
- Erin Shewchuk
- Alison Stephen
- Tammy G. Thorne
- Stacy Thorne
- Nicole Weston

CELEBRATING 10 YEARS

**Ana Biello
Krista Philips
Laura Ramage**

Service Statistics - An Overview

SUNDROPS
MORE THAN
1,900
CHILDREN AND FAMILIES ACCESSING ONE OR MORE SERVICES THROUGH SUNDROPS CENTRE FOR CHILD DEVELOPMENT
& 1,176
UNIQUE SERVICE INTERACTIONS

Through
9
Locations

COMMUNITY LIVING
192
Adults served



AGE

15-18+
4.75%

10-14
4.92%

6-9
10.68%

0-5
79.64%

Child Care Resource & Referral
9.69%

School Aged Supports
12.05%

Supported Child Development
68.12%

Early Intervention
68.12%

SERVICE

AGE

19-30
33%

31-40
23%

41-50
13%

51+
31%


SERVICE

Home Share
22%

Staffed Homes
7%

Community Inclusion
38%

Outreach
33%



5 Honeymoon Bay
35 Cowichan Bay
48 Mill Bay
71 Shawinigan Lake
69 Cobble Hill
11 Malahat
10 Ladysmith
21 Penelekut/Thetis
71 Chemainus
63 Crofton
545 Duncan
11 Youbou
54 Lake Cowichan

SUNDROPS

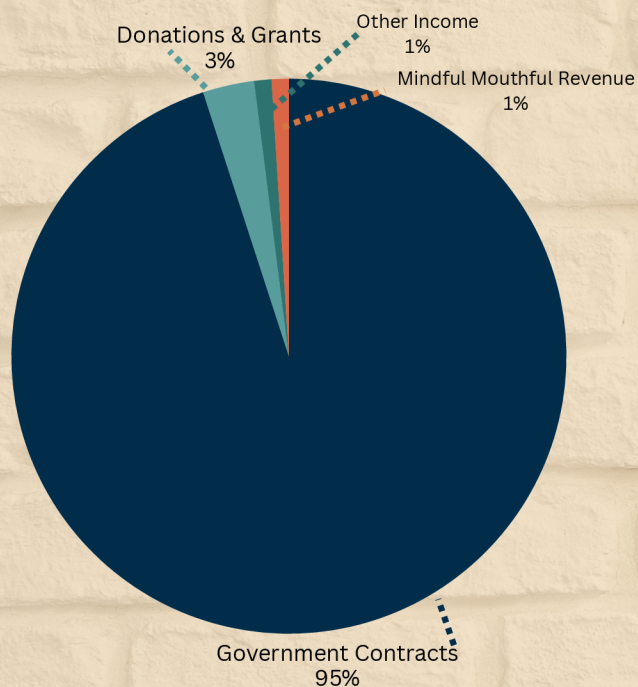


*Families
and
locations
served*

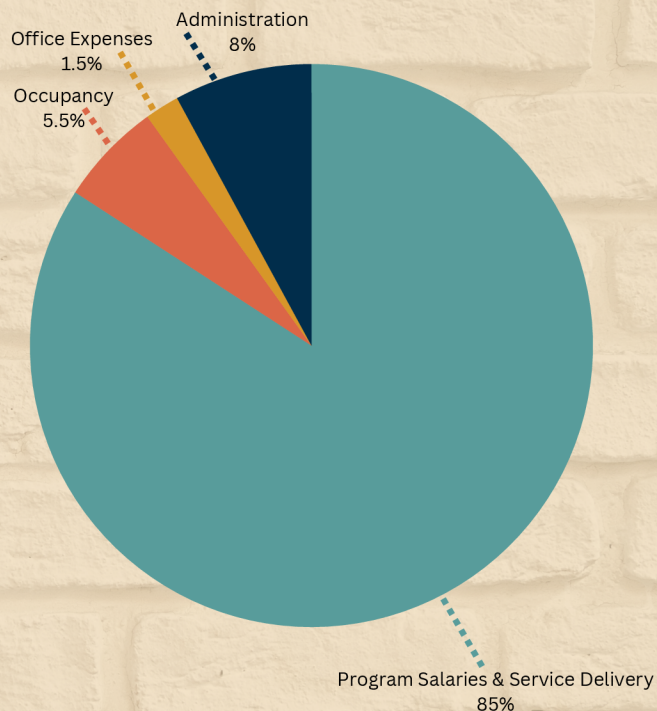
2022-2023 Financials

for the year ending March 31, 2023

Operating Revenue



Operating Expenses



clements centre
for **FAMILIES**

Hope, belonging & independence.

Follow us on Social Media

@Clements Centre for Families



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Clements Centre For Families
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250-746-4135
www.clementscentre.org info@clementscentre.org
Clements Centre Society
Charitable Registration Number: 107269466 RR 0001



Canada

