



# Canopy

Support  
Services

Annual Report  
2022-2023

Empowering Individuals.  
Enhancing Support.

[canopysupport.ca](https://canopysupport.ca)



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## A message from our CEO and Board Chair

As we move into a post-pandemic era, 2022-2023 was an incredible year of development, innovation, continuous learning, and progress at Canopy Support Services. While we continued to experience the impact of COVID-19 last year, it has been a privilege and inspiration to bear witness to the remarkable resiliency and tenacity shown by our incredible staff, people supported and their families, and the communities we serve. This is an incredibly exciting time at Canopy Support Services as we continue to learn, grow, and focus on a future that inspires courageous and influential improvements for the people supported, caregivers, and families to enhance their quality of life across their lifespan.

Canopy is very proud to deliver services throughout its diverse geographical catchment area with both urban and rural communities spread across 13,000sq km.

We are pleased to share the following key highlights from 2022-2023:

- Unveiled an ambitious new strategic plan for 2023-2026, focusing on the current and future needs of the unique communities and people we serve.
- Secured funding for expanding or launching new programs such as one-time funding towards the Workforce Capacity stream supporting the integration of mental health services into the Autism Services portfolio; the creation of Urgent Response Services (Autism); expanding Transitional Age Youth (TAY), and the Quality Assurance program by the addition of 1 FTE in each program; and the addition of 1 FTE to the finance department to support and sustain growth.
- With the growth, enhancement and expansion of clinical and non-clinical services, we have secured additional office space at 1054 Monaghan Road in Peterborough and moved to a new location at 189 Kent St. in Lindsay.
- Developed and launched a comprehensive Fundraising and Community Engagement Plan as an inaugural function. More fulsome information is provided in this report.
- Launched a new website to provide easier and improved access
- Became a formal alliance partner with the Peterborough Ontario Health Team (OHT) and a member of OHT Mental Health and Addiction Working Group.



**Catherine Pink**  
Board Chair



**Himanshu Shah**  
CEO

### Board of Directors 2022/2023

**Catherine Pink**  
Board Chair

**Colleen Carruthers**  
Vice-Chair

**Chris Elliott**  
Treasurer

**John McNutt**  
Director

**Amanda English**  
Director

**Kim Randell**  
Director

**Tina Thornton**  
Director

**Si Grobler**  
Director



# Vision, Mission, Beliefs & Core Values

## Governance Committee

**Colleen Carruthers**  
Chair

**Catherine Pink**

**John McNutt**

**Kim Randell**

**Tina Thornton**

**Si Grobler**

## Finance Committee

**Chris Elliott**  
Chair

**Catherine Pink**

**Amanda English**

**Kim Randell**

**Tina Thornton**

- Successfully celebrated our first "All Agency Day" where all staff met in person at an off-site location.
- Organized an all staff bowling event to celebrate Family Day.
- 100% of our staff have been offered two full days of "Safer Space" training to learn about 2SLGBTQ+.
- Continued our journey of learning to gain awareness and build knowledge on Indigenous culture; developed agency's Land Acknowledgement with guidance from the Indigenous partner

We truly appreciate our funders for supporting and encouraging us to continue to deliver high-quality clinical and non-clinical services to the many wonderful communities we serve.

A huge thank you to Canopy's Board of Directors for their ongoing commitment and expertise to strengthen governance for organizational excellence and success. A special thank you and a fond farewell to our outgoing board member John McNutt and a very warm welcome to Tina Thornton and Si Grobler for joining the board. We convey our sincere gratitude to our Board of Directors, past and present for their wisdom and tireless support to achieve Canopy's Vision and Mission.

We could not have done it without the exceptional commitment and compassion from our dedicated and incredibly skilled and hardworking staff, to deliver high-quality clinical and non-clinical services. Their grit, ingenuity, and talent are driving us forward in achieving Canopy to become a "Centre of Excellence".

We also take pride in building and maintaining relationships with community partners locally and regionally, which is essential to delivering excellent services and support for those we mutually serve.

Above all, our genuine thank you to our courageous people supported, caregivers and families who trust us to be part of a part of their lives. We continue to commit to providing excellent quality care to you and your loved ones to enhance the quality of life across the lifespan.

Himanshu Shah

Catherine Pink



## Vision

**A leader in providing services and supports to empower people to grow & belong.**

## Mission

**A Centre of Excellence that provides specialized services and supports to people with intellectual disabilities, autism and FASD to enhance their quality of life across their lifespan.**

## Beliefs

We believe that people should receive appropriate services and opportunities to:

- Maximize 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

## Core Values

### Innovation

Facilitating growth and continuous learning to expand staff knowledge, enhance problem-solving and critical thinking skills, encourage curiosity and new ideas and constantly strive to exceed expectations.

### Safety

Creating environments to provide for the safety, health and well-being of all.

### Inclusivity

Practicing positive, respectful culture of belonging by promoting diversity and equitable access.

### Transparency

Fostering a culture where all parties rigorously exchange thoughts and ideas that drive our agency in a trustful, collaborative and accountable manner.

### Excellence

Striving to meet the highest standard of excellence to create supportive communities and partnerships.





# Strategic Directions 2023-2026



## STRATEGIC THEME 1

### Organizational Excellence

A high performing organization with exceptional people able to adapt and provide excellent supports and services.

#### STRATEGIC PRIORITIES

- Focus on People & Culture - become an Employer of Choice
- Focus on Human Resources – including the development of a safe and positive work environment
- Enhance organizational growth in support of Equity, Diversity and Inclusion (EDI) strategy
- Develop a Human Resources strategy, with an emphasis on recruitment & retention
- Integrate data- informed decision making within each portfolio



## STRATEGIC THEME 2

### Improving the System

A leader in improving the service system by providing innovative and exceptional services that continue to evolve.

#### STRATEGIC PRIORITIES

- Internal approaches to improving the system: Build a better multidisciplinary team and focus on quality improvement
- External approaches: Utilize advocacy to influence MCCSS & provincial committees
- Focus on housing (not as a provider) and respite needs through advocacy and partnerships
- Measure outcomes of service delivery



## STRATEGIC THEME 3

### A Strong Partner

An organization that responds to emerging community needs through strategic partnerships.

#### STRATEGIC PRIORITIES

- Develop and implement a Return on Investment (ROI) Plan to evaluate partnerships
- Be an active partner in community planning and other strategic tables
- Continue to open doors with external partners and have a strong presence throughout region
- Focus on Public Relations, including donor relations



# Year in Review

## Adult Protective Services (APS)

APSWs regularly support individuals living independently in the community to access community based services related to housing, homelessness, addictions and mental health, finances, medical and dental, as well as legal counsel and the justice system. This year much of the supports centered around safe, stable housing and ensuring people’s medical and mental health were well supported.

2022-2023 provided many opportunities for APSWs to collaborate with community partners to provide excellent community based services to the people supported by the program. The APS Team welcomed community partner representatives from Developmental Services Ontario, RespiteNow, Women’s Resources and the Legal Clinic to share information and knowledge at our team meetings.

The Housing Initiative collaborated with Community Living Trent Highlands and Theatre of the Beat to provide an interactive workshop that explored healthy relationships and healthy social boundaries. The workshop was funded by the City of Kawartha Lake Human Services and Justice Coordinating Committee.

## Adult Urgent Response (AUR)

As of July 1, 2022, Canopy Support Services transitioned into being the lead agency to deliver Adult Urgent Response services in the HKPR catchment area.

### SERVICE FOCUS:

- Time-limited intensive case management for adults with intellectual disabilities and their care team during crises.
- Emphasis on stabilization, community linkages, and establishing a more permanent care team for long-term needs.
- The AUR Team is an active participant at regional and provincial tables and committees
- Fostering partnerships with other urgent response positions in the central east region to share best practices and resources.
- Demonstrated a continuous commitment to professional growth and learning through active participation in various specialized training initiatives, including Victim Services for Human Trafficking, PG&T for consent-related matters, CAMH Echo Training - Adult

Intellectual and Developmental Disabilities, and Building Awareness of Enhanced Connections - Education on Indigenous peoples’ court. In addition, the team facilitated the development and delivery of a comprehensive training program on Developmental Disabilities and

Addictions: A community-based proactive approach to support within the HKPR (Haliburton, Kawartha Lakes, Peterborough, and Northumberland) Region, scheduled for implementation in the Durham Region during Fall 2023.

### OUTCOMES:

- 81 individuals were provided with crisis response or urgent response services
- The team successfully secured a total of \$32,445.01 in funding to support clients and their families, significantly contributing to risk mitigation during times of crisis. The funding was strategically allocated, as below, with a few client success stories.
  - Enhancing the quality of life for a hospitalized client by utilizing funds to secure respite support, ensuring engagement and stimulation during psychiatric care.
  - Facilitating additional respite support for a single mother of two during her post-surgery recovery, providing much-needed assistance during her recuperation period.
  - Addressing the challenges faced by a client whose primary caregiver suffered a medical emergency, leading to admission into a long-term care home. In this situation, the remaining unpaid primary caregiver experienced heightened stress, while all passport dollars were designated for weekday programming. The allocated UR funding proved crucial in mitigating the risk of caregiver burnout, affording essential weekend respite and preventing potential burnout while ensuring continuous support for the client.
  - Securing the purchase of a life alert button for a client who spent extended periods alone at home and moved around by crawling due to physical limitations. This proactive measure guaranteed the client’s safety in emergencies and ensured they could access assistance promptly, even while being home alone.





# Year in Review

## Behaviour Consultation Services (BCS)

BCS has been committed to supporting our clients with ongoing learning and skill development individually and in a group setting. This year's roster of groups included: Adapted- Dialectical Behaviour Therapy, RUBI Parent Training, Peers social skill development group, and ABA 101.

The BCS team continues to build their own knowledge and skills base. This year the team took part in a training with Dr. Greg Hanley on Practical Functional Assessment and Skills Based Training. Two members of our team earned their BCaBA and BCBA credentials.

Successfully supported 34 children, youth and their caregivers with making application to the Four County Flexible Fund and dispersed those funds to the service providers. The Flexible Fund supports children and youth who have identified social, emotional, behavioural, developmental or psychiatric needs beyond the capacity of the component care system when all other service planning routes have been exhausted. Flex Funds allow innovative and flexible responses to complex situations or needs.

In 2022-23 we collaborated with Dr. Shyamal to provide clinical consult to our BCS program by sharing evidence-based practice and knowledge between the field of Psychiatry and ABA. This unique and innovative approach of expanding clinical practise has resulted in excellence in care and build clinical capacity within the BCS team.

## Fetal Alcohol Spectrum Disorder (FASD)

The FASD coordinators collaborated with several community partners including Women's Resources, RespiteNow, PVNCCDSB, KINARK, Fleming College, and the John Howard society to provide FASD training to their teams. The FASD Coordinators provided FASD training to 298 people over the course of the year.

The FASD Coordinators were successful in their two Health Nexus Grant submissions.

- One of the Health Nexus grants supported a partnership between Canopy and Children's Services Council to provide Parent /Caregiver Connection groups. These groups brought parents and caregivers together for information sharing, learning, and social time. A highlight of the year was the Caregiver Self Care Evening in December just before the Christmas rush.
- The second Health Nexus grant supported the Adult FASD Group. This group comes together to share social time, friendship, information and activities. This is a long-standing group that has been meeting for over 5 years!

## Passport

Passport has had another fast-paced year with the Temporary Wage Enhancement coming to an end on June 30, 2022 and the Temporary Eligible Expenses, which were a result of the Ministry's response to Covid-19 in April of 2020 remaining in effect until March 31, 2023.

As of July 1, 2022, all Passport recipients received a pro-rated 10% increase to their yearly allocation. The impact of this resulted in the launch of the

new Purchase of Service Form to submit invoices.

In April of 2022, the team had our first Passport Program planning day. As a result of the strong team work and collaboration, the team was able to create a work plan that fell in line with the agency's that included four working groups: Systems improvement, Fee for Service, Community Outreach and Operations. Over the year, each group worked

at accomplishing identified goals that benefited not only the recipients of the program but also the team. We were able to better defined roles and responsibilities within the team and strengthen the service user experience.

### Utilization Rate for 22/23

- Canopy - 65%**
- Provincial - 66%**

### PASSPORT AMBASSADOR

Tyler's story submitted by a family member

Tyler was approved and began accessing his Passport funds in March 2023. The Passport program has made a big impact in both his life and his family's. He has been able to engage in many community activities with his support workers as well as activities at home to enrich his life. Tyler enjoys many craft activities and has used his funds to purchase a special printer that he can use to make handmade toys, pillows, and various other crafts. He recently used his funds to purchase a knitting machine which he is very excited about. Tyler also loves being outdoors and has a membership to the zoo; he purchased a paddle board to get out on the water with his Aunt. What a great way to spend the summer!







# Year in Review

## Autism Services

Since the inception of Autism Services, developed under the Ontario Autism Program (OAP), Canopy has been honoured to be a lead Autism Service provider. Canopy continued to provide various clinical modalities to deliver Autism Services in the HKPR Region. The services are provided at various location such as the Autism Services clinic, schools, family homes and community partners locations.

### CORE CLINICAL SERVICES

In response to the transformation of the OAP program, Canopy has introduced a range of Fee-for-Service offerings where services are customized based on the need of the individual and their family. Our goal is to provide exceptional service to the autism community and meet their diverse needs. We offer evidenced-based clinical services to support children/youth with autism and their families. Our ultimate aim is to become a renowned "Center of Excellence" in providing exceptional care and support to those with autism.

- All children and youth who currently have a behaviour plan and continue to meet the eligibility criteria for the Ontario Autism Program have started transition to core clinical services from April 2023.
- **ABA-Based Services** are available for children and youth and their families who require individualized support to develop new skills and/or reduce challenging behaviours. This program can assist in improving social and communication skills, regulating emotions, and increasing independence. Individual Behavioural Treatment is available at varying intensities and durations depending on a family's situation and needs.
- **Intensive Behavioural Intervention (IBI)** Developed for young children with ASD, this intensive, evidence-based ABA service targets a broad range of skills including communication, play, social development, self-help/independence, and pre-academic skills. Treatment is provided one-to-one and in small groups for up to 27 hours per week
- **Skill Building Groups** Participating in skill-building groups with peers provides social interaction as well as the opportunity to learn and practice new skills. We offer a variety of groups with age-appropriate themes that use the principles of ABA.

*"Huge changes in my child. Canopy has been so amazingly helpful. My child has words now. Incredible changes in behaviour. I don't know what I would have done without the support/help from Canopy"*

Submitted by a Family Member (Autism Services)

## CAREGIVER MEDIATED EARLY YEARS – CMEY

- Through CMEY, we provide evidence-based best practice clinical services that teach parents and caregivers play-based, child-led therapeutic strategies that will help their child develop social, communication, emotional, play, and adaptive skills to enable them to participate in valued family activities.
- Caregiver-Mediated Early Years Programs is delivered by the below evidence-based therapeutic interventions:
  - *Social Communication, Emotional Regulation, and Transactional Supports (ESI/SCERTS)*
  - *Pivotal Response Treatment (PRT)*

## FOUNDATIONAL FAMILY SERVICES

- Foundational Family Services are designed to provide families with more evidence-based tools to work with as they raise a child with unique needs. Foundational Family Services and supports are available to all families registered in the Ontario Autism Program.
- Examples of 2022/23 Peer Mentoring offerings: LGBTQ + Safe Space, Young Movers, Comic Book group, Nintendo Hang-out, Baking Social, Summer Fun Day, Halloween Social

## SOCIAL WORK

- Canopy has played an incredibly vital role in integrating mental health services as a key pathway through the OAP program since 2022 through the addition of a Registered Social Worker.
- With addition of a SW with knowledge and training in mental health as well as in autism, Canopy has begun to remove barriers reported by families and to promote the mental well-being of caregivers and children with ASD.
- Social Work program launched in June 2022

## URGENT RESPONSE SERVICES (URS)

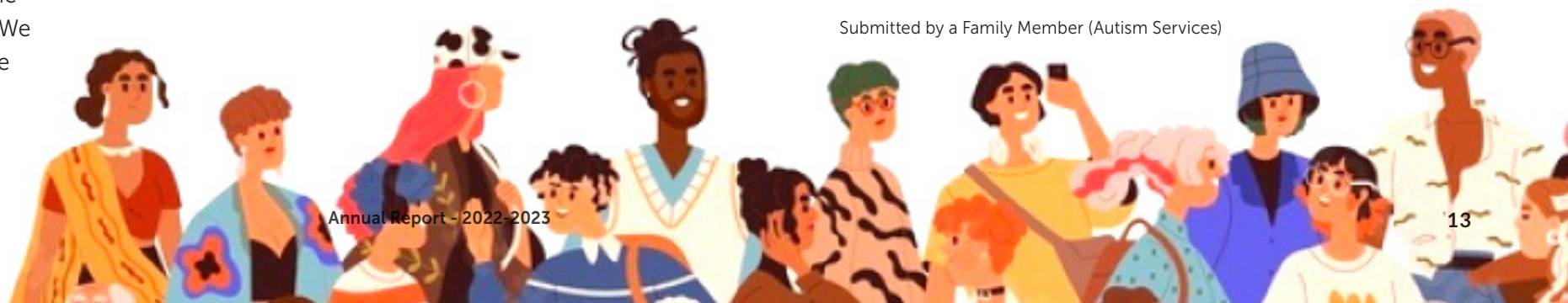
URS program was launched in June 2022 in partnership with Resources for Exceptional Children and Youth (RECY) and Five Counties Children's Centre (FCCC) in order to provide time-

limited services and supports to respond rapidly to high-risk behaviours to prevent further escalation or risk to a child/youth, others or property.

Services include direct support to the family in the implementation of behavioural strategies with the child/youth using a mediator model approach, and therapeutic respite services

*"Thank you so much for your support and extremely helpful strategies. Services are provided in a way that is very empowering for parents"*

Submitted by a Family Member (Autism Services)



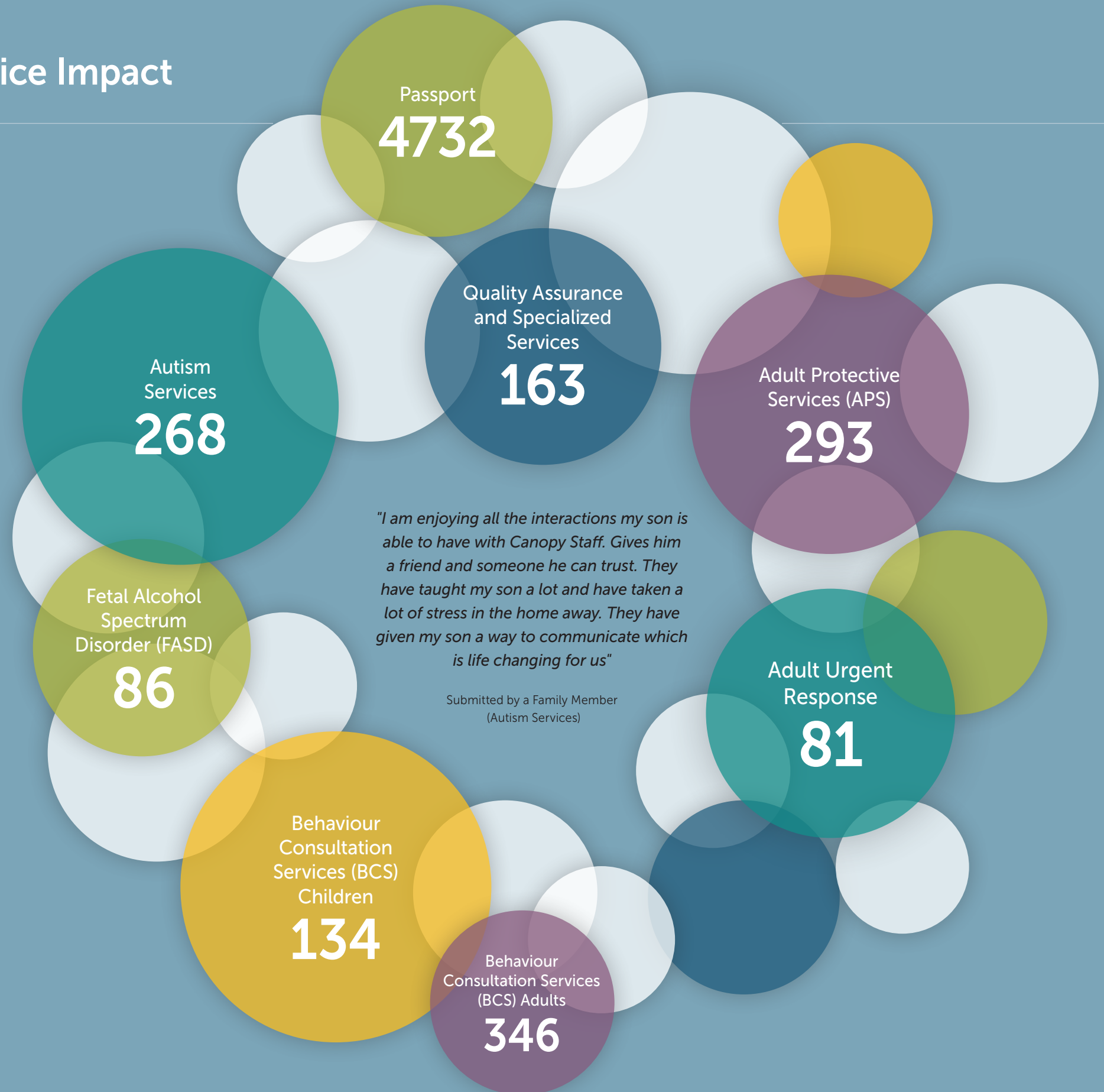


## Year in Review

### Quality Assurance & Specialized Services

- Canopy is committed to continuous improvement and compliance with the 2023 FOCUS Accreditation standards. To achieve this goal, our Quality Assurance Program was introduced to the FOCUS Process Improvement Team.
- In-kind QAM oversight was provided to Urgent Response clients in the Durham area.
- Our Transitional Aged Youth (TAY) Program also achieved success by transitioning 17 youth to adult services in 2022-2023.
- To further our outreach efforts, our TAY Team began offering annual presentations to each of our referring agencies, including Catulpa Community Support Services, Durham CAS, Kawartha Haliburton CAS, Highland Shores CAS, and Dnaagdawenmag Binnoojiiyag Child & Family Services.
- The Adult Case Management (ACM) Program supported 84 people in service in the community and at home. We were able to expand the program by adding 1 FTE due to the increased service delivery.
- To ensure excellent client care, the ACM program developed and implemented various policies and procedures to streamline QAM compliance requirements for Outside Paid Resources.

## Service Impact







# Fundraising and Community Engagement

We are thrilled to announce that Canopy Support Services has introduced and implemented a Fundraising and Community Engagement portfolio, managed by Central Navigation, to align with our Strategic Direction.

## Fundraising

We are incredibly excited to launch our inaugural fundraising campaign - Canopy Cares Support Funds. The purpose of this fund is to support all Canopy community by building upon our existing resources and expertise in our sector to provide equal access opportunities to empower people to grow, learn and improve their skills to enhance their quality of life.



Canopy Support Services would like to express our sincere gratitude to our donors for their incredible generosity and support during the 2022/2023 fiscal year.

### OUR DONORS:

- Veronica Mason
- Nancy Featherstone
- Farm Credit Canada
- Manitoulin Transport
- Park N Play Design Company Ltd

## Community Engagement

Canopy participated with many community engagement activities to provide information and awareness on diverse services we offer in our wonderful communities.

- **Canopy Connects PTBO** - On Wednesday March 8th, Canopy hosted the very first Canopy Connects Information Sharing Day! This was a wonderful event where local agencies in the Peterborough area connected and shared specific program details and services with each other to allow us to all help support our communities better! Five Counties Children Centre was an amazing host and 9 community agencies attended to share.
- So far this year we have attended various community events:
  - The Peterborough Farmer's Market
  - 4th Line Theater
  - CPD's CapableCon
  - Northumberland Family Network's Summer BBQ
  - School Parent Nights in Fenelon Falls, Lindsay and Norwood
  - Peterborough Pete's Game
  - Peterborough Santa Clause Parade
  - St. Patrick's Day Parade



# Fun Facts



In total, Canopy welcomed 32 new staff this year!



75 participants in the Red Shoes Rock event in September 2022 raising money for FASD awareness



Hosted 6 placement students throughout the year!



11,545 Autism Fee-for-Service hours delivered



387 intakes were completed by Central Navigation, connecting individuals and families with Canopy's services.



63 individuals supported through the APS Cohort 3 Housing Initiative



Launched a new and improved website in Spring 2023



321 followers on Instagram.

575 followers on Facebook



1200 followers on LinkedIn



Safer Space training was offered to 100% of staff

*"This was our first experience with Canopy Services and I wasn't sure what to expect. My son and I were both feeling unsure coming to the first session but we were immediately put at ease by the friendly and welcoming staff. My son looked forward to coming each week and I felt confident sending him to his group knowing he would be understood and supported by the adults in the room. We will be happy to come back in the future!"*

Submitted by a Family Member (Autism Services)





# An Equity, Diversity and Inclusion (EDI) Update



## Progress Made

- Partnered with the Nogojiwanong Friendship Centre
- Invited to participate in the Nogojiwanong's Indigenous Day celebrations
- Creation of Canopy's own Heart Garden to honour and recognize the survivors and those who didn't make it home from residential schools (picture attached to email as well)

## Learning Opportunities

- Engagements sessions on Ageism
- Collaborated with community leaders to host 3 Indigenous workshops for staff - Indigenous Lifespan and ceremony practises



*"For the first time our son felt comfortable being surrounded by his peers. He did not feel judged and actually made friends. If anything I wish we lived closer to Peterborough so it would be easier to sustain some of the friendships he has made. This has been a rewarding experience and we look forward to continuing to bring our son to the Foundational Night"*

Submitted by a Family Member  
(Autism Services)

# Financial Report



## Operational Expenses:

Salaries & Benefits	\$7,432,491
Purchase Services	\$1,018,538
Supplies & Equipment	\$132,546
Occupancy Costs	\$406,204
Staff Training	\$191,357
Travel	\$131,964

Total Operational Spending **\$9,313,100**

Client Spending **\$15,406,195**

Total Expenses **\$24,719,295**

## Funding:



Total Funding - \$25,182,772





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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