



# Community Living St. Marys and Area

## Annual Report 2022-2023

**OUR VISION:** A community where everyone belongs.

**OUR MISSION:** To nurture the ability and willingness in our community to welcome and support all people as valued and contributing citizens.



### Message from the President

Another year has come and gone!

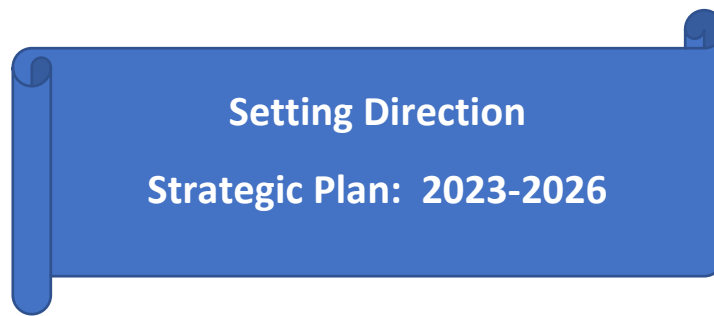
I'd like to acknowledge my fellow board members for another year of meaningful discussion, decision making and productive work together. I am proud to work with each and every one of you. In the past year, we welcomed three new board members, hired a new executive director, streamlined our processes for self-evaluation and worked on learning more about and updating our bylaws and articles. We are also pleased to share our new strategic plan this evening after many months of working on it!

We continued to experience many ups and downs this year as a result of the Covid pandemic. This continued to have an impact in many areas for Community Living and I want to again express my gratitude to everyone for their flexibility and adaptability during these unique times.

The Board of Directors is pleased to have welcomed Becky Huffman into the Executive Director role in the fall of 2022. We are grateful for her experience with Community Living St. Marys and Area and her commitment to the value, mission and principles of the organization. We look forward to continuing to work with Becky. We are also extremely grateful for the leadership and commitment that Jennifer Leslie has shown many times over the past year and we value her dedication.

Overall, I am again looking forward to new opportunities in the upcoming year and beyond. It has been a privilege to serve as Chair of the Board this year and I am grateful for the opportunity.

Thank you,  
Emma Blackler



*\*This is the Plain Language Version*

### **Strategic Goal #1 – Service Excellence**

- “How do we know if what we are doing through our work is having a positive impact?”
- Collect meaningful data that show what we are doing well and what we need to work on

We will do this by;

- Being clear about what service excellence looks like
- Look at all the ways we deliver service and where we can improve

### **Strategic Goal #2 – Quality of Life**

- We recognize that each person who receives service has a unique experience and want to make sure we are taking the time to listen to feedback from people supported

We will do this by;

- Asking questions about quality of life, asking for feedback and what we would look for to know people are happy and living a good life
- Using person-directed planning tools to help people dream and be clear about what they want life to look like

### **Strategic Goal #3 – Employee Experience**

- Helping employees to have meaningful, purpose-driven careers

We will do this by;

- Asking employees about their experiences at least once a year
- Supporting professional development
- Mentoring and coaching employees in service excellence, full inclusion and focusing on always trying to do better
- Recognition of employees
- Look into career paths, use of technology, balanced work, consistent training and access to HR resources.

### **Meet our Board of Directors...**

Emma Blackler – President

Allyson Dunseith - Vice

Brenda Holland – 2<sup>nd</sup> Vice

Alice Mainland – Treasurer

Sheila Greason

Linda Howgego

Nicole Carradine

Lynette Geddes

Megan Winchester



February 2023 Coldest Night of the Year

And the Board welcomes Lynn Hainer as a new member for 2023!

### **AGENCY COMMITTEES**

#### **Joint Health and Safety Committee**

Paul Williams (chair), Lynne Roberts, David Hall, Bryan Abel, Kim Monden and Jennifer Leslie

#### **Employee Management Relations Committee**

Lynne Roberts (co-chair), Jenn Costello (co-chair), Lisa McDonald, Kim Melville, Sierra Graansma, Trisha Taylor and Jennifer Leslie

#### **Diversity, Inclusion and Wellness Committee**

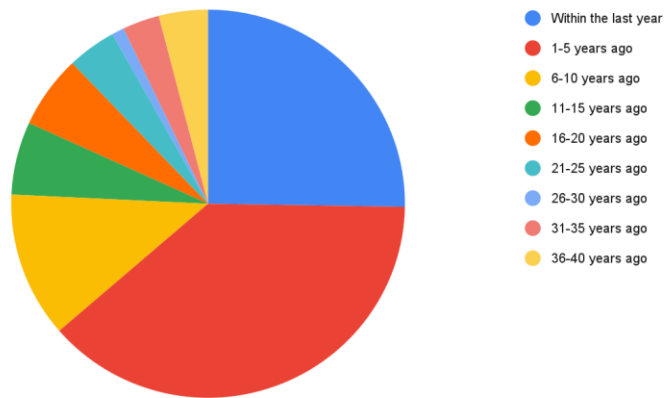
Kim Melville, Don Dingwall, Kelly Arbuckle (new member), Carly Geiger, Sheri McDonald (outgoing member) and Laura Cannon

#### **Gift Guidance Group**

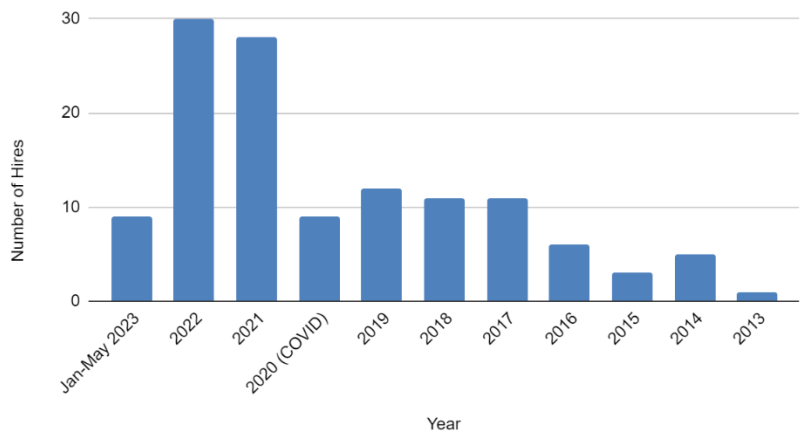
Edna Willows, Sherry Pautler, Malibe Campantero, Laura Cannon and Jennifer Leslie

Information about our Amazing Work Force

When Current Employees Were Hired



Number of Hires vs. Year



SERVICE MILESTONES

Congratulations and thank you to the following employees for their service!!

5 YEARS

- Paul Agius
- Kelly Boudreau
- Donald D’Haene
- Nick Fardy
- Meghan Holden
- Jolene Krueger
- Richard Martin
- Dianne Woolrich

10 YEARS

- Jodi McLean

20 YEARS

- Kelly Armstrong

## Activities over the Past Year

### SERVICE EXCELLENCE

- A new Scheduler position was created in Jan 2023. This role has had a positive impact already including a reduction in overtime.
- Voices organized a meet and greet event for young families from across Perth County with developmental service agencies on April 29, 2023. Five agencies including the DSO and Passport attended.
- The agency hosted the Community Supper at the United Church on December 5, 2022.
- The Southwest Collaborative Communities is a partnership of five agencies including CLSMA that work together to improve services in our communities. During the course of the last year, there has been collaboration with best practices, policy development and training.
- The DIW committee developed a land acknowledgement statement specific to this geographic area, and shared with employee base to consider reading at all agency meetings.
- The DIW committee ordered and publicized an anti-racist box subscription that has lots of resources available to anyone in the agency.
- The agency supported community efforts to welcome Ukrainian refugees. This included hosting a pizza gathering for some of the young people with local teens. The DIW collected donations and linked with the community rep to distribute as needed.
- The first accessibility survey was completed in January as a way to highlight areas to improve for accessibility in environment, transportation, financial, information, communication and attitude.
- The 19<sup>th</sup> Create a Smile walk happened on May 28, 2023. Over 80 people attended this year and raised over \$21,000.00. A fundraising committee has been created to plan for future events. Thank you to the Muir, Rossetti and Van Dyk families for the ongoing success of this event!

CLSMA provided service to 61 people over the last year.

- 36 people between the ages of 18 and 44
- 25 people over the age of 44

### **SUMMER SUPPORT**

*Supports young people with disabilities and their families in the St. Marys area as a way to build connection and prepare for the future!*

**2022** – Four summer support workers through the Canada Summer Jobs Program worked with eleven families.

**2023** – Eight young people will be supported and six of them have either paid employment or volunteer positions. There are five summer support workers and two of them have a hybrid role to assist in adult support services.



## QUALITY OF LIFE

- A new accessible vehicle was purchased in March 2023 using Ministry of Children, Community and Social Service's capital funding. There are now four vehicles: two cars and two accessible vans, available to people using services.
- CLSMA has a representative on the St. Marys and Area Mobility Service Board to advocate for people with disabilities. Thanks Jen McCauley!
- William Hanly Apartments Inc. purchased a property in St. Marys in September 2022. This allowed three people supported by CLSMA to stay in their homes.
- The Board has spear headed advocacy for the Disability Benefit (Bill C-22) by joining forces with The Local and Facile. There was a panel event on Feb 23 2023 with all three levels of government and a post card campaign happening in June 2023.
- Voices organized a workshop in April for families on using Conscious Care and Support model to move on from the isolation of the pandemic.
- An internal planning project started in June 2023 with the objective of supporting people to dream, make connections and set personal goals.
- The DIW committee secured a community garden plot in St. Marys and will encourage people supported to actively participate.



## **EMPLOYEE EXPERIENCE**

- Fun events included the Ice cream sundae day on Sept 1, 2022 and Countdown to Christmas contests.
- Two training days for employees on Conscious Care and Support in March and June 2023.
- 25 core gift interviews were completed with employees, students and volunteers over the year.
- The DIW committee created an agency buy/sell/trade chat group for employees to post and interact internally.
- The DIW committee organized spin-to-win contests which will now happen quarterly. This includes a live spin-to-win at the 2023 AGM and a question tied to the strategic plan.

In June 2023, CLSMA employs 101 people;

- 75 full-time staff
- 21 part-time staff
- 5 relief staff

