



ANNUAL REPORT

JUNE 2025

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 Board

The only constant in life is change. - Heraclitus

It has been an eventful year, though mostly beneath the surface.

The Board of Directors welcomed two former staff members back into the fold in this new role and we are very happy to receive their insight and CLSMA experience. Thank you to all our Board of Directors for their dedication to and enthusiasm for the vision that defines Community Living St. Marys and Area.

At the board table, we have made the documentary changes required by new Ministry regulations, are working on our governance guide to enhance efficiency and effectiveness, and have added to our capacity to govern with new committees.

Administratively, we have watched Becky Huffman grow in her role of Executive Director, bringing her skills, passion, and compassion to everything she does. We are about halfway through our current Strategic Plan and are very pleased with how it is helping to move the organization forward.

I have been honoured to be the Chair of this wonderful organization for the past year and look forward to the achievements to come.

Thank you,
Lynette Geddes
Board Chair

Meet our Board of Directors

Lynette Geddes - Chair
Brenda Holland - Vice Chair
Alice Mainland - Treasurer
Emma Blackler - Secretary
Bud Carder
Lynn Hainer
Nicole Carradine
Linda Howgego
Sue Fowler



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Strategic Plan Update



As we wrap up another year, let's take a look back at our Strategic Priorities and what we have accomplished!

1. Service Excellence

- Spring All Staff Meeting focused on how to achieve the ultimate goal of Service Excellence – an inspiring level of engagement, and many amazing ideas were shared!
 - Strengthening current HR Practices – leadership consulted with an HR professional to revamp HR Policies, review our hiring and orientation procedures, and update/revise our current Job Descriptions
 - Board of Directors Housing Subcommittee – formed specifically to look at WHA's current housing portfolio, and brainstorm sustainable models for secure and affordable housing in the long term
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2. Quality Supports

- Quality Assurance Committee successfully launched the first QA Interviews – a great tool to assess the quality of supports that we are providing to those receiving services
 - The newly developed Internal Planning Process continues to make great strides, receiving excellent feedback and insights around how we can best provide planning services to those we support
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3. Employee Experience

- Second Annual Employee Survey completed – 68% engagement, new insights of the current employee base, and lots of valuable feedback!
- Based on feedback received, leadership has been developing an annual Agency Training Plan to ensure we are providing opportunities for ongoing development
- CLSMA Board of directors approved a 2% Wage Increase for all staff!

Feedback Themes

Summary of feedback themes we received from our 2025 Employee Engagement Survey, as well as the Spring 2025 All Staff Meeting focusing on Service Excellence.

Theme: Learning

- Develop an agency training plan to build skills and capacity
- Ensure ongoing opportunities for development

Theme: Team Building

- Provide opportunities to come together, learn from each other and celebrate
- Leadership presence on teams to promote team culture



Theme: Community Resources

- Knowledge and promotion of community resources
- Skills development: how to support community connections and relationships

Theme: Values and Standards

- Ensure agency values and standards are understood and upheld with accountability
- Explore feedback mechanisms for people supported/families

Where do we go from here?

Over the next year, you can expect to see continued work being carried out in the following areas:

Service Excellence

- Review of Individualized Budgeting Process to ensure CLSMA is maximizing outcomes for people supported
- Continued review of HR Processes to ensure high standards for service are clear and consistently followed
- Tools and training development to promote and prioritize community-based support models

Quality Assurance

- Develop effective processes for getting feedback from people supported and families
- Expand number of people who have access to planning services from CLSMA
- Prioritize and promote agency culture, ensuring values and principles are understood and are entrenched in the work that we do

Employee Experience

- Launch Annual Agency Training Plan to ensure ongoing opportunity for training and development
- Develop and implement 'Stay Interviews' to get a better understanding of the current employee experience
- Provide more opportunities to come together and share with each other

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What we can look forward to...

Some anticipated highlights to be launched by September 2025!

Annual Training Plan

Training and development will include, but is not limited to:

- Emotional Self-Regulation
 - Conscious Care and Support
 - Use of Artificial Intelligence (AI)
 - Values-Based Training
 - Ongoing Tech Support
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Updated Job Descriptions

Revised Job Descriptions will feature new language and Job Titles that are more consistent with the DS Sector and better reflect the important work that we do.

Agency Values and Standards of Excellence

Our values guide all that we do.

In the coming months, you will see a renewed focus on strengthening our culture to reflect those values, along with taking steps to ensure we are meeting high standards and striving for our very best – because the people we support deserve nothing less.



Agency Committees

Employee Management Relations Committee (EMRC):

Carly Geiger (Co-Chair), Beverley Belcher-Besenyodi (Co-Chair), Kim Melville, Ashley Schofield, Tammy Koehler, Jenn Costello, Becky Huffman

Joint Health and Safety Committee (JHSC):

Paul Williams (Co-Chair), Becky Huffman (Co-Chair), Mallory De Leon, Melanie Thomson, Jennifer Lamondin

Diversity, Inclusion, and Wellness (DIW):

Gwen Carter, Don Dingwall, Tabby Leifso, Jennifer Lamondin, Jennifer Leslie

Quality Assurance Committee:

Alice Mainland (Chair), Kim Monden, Ruth Lamond, Elia Forte, Jennifer Leslie, Becky Huffman

Gift Guidance Group:

Jennifer Leslie, Edna Willows, Malibe Campantero, Sheri McDonald, Laura Cannon

Fundraising Committee:

Kim Monden (Chair), Sheri McDonald, Candace O'Hearn, Kelly Boudreau, Becky Huffman, Jennifer Leslie

Statistical Snapshot!

Fun facts about Community Living St. Marys & Area (CLSMA):

- 51 people supported in St. Marys and area
 - 8 local youth supported through Summer Supports
 - 12 people receive creative support solutions through Alternative Supports
 - 20 people receiving individualized employment supports
 - 117 employees (79 full-time, 38 part-time)
 - 18% of employees have worked for CLSMA for more than 15 years!
 - 92% of employees report that they feel a strong sense of purpose in their work!
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Contact:

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