

2015 –2016 Annual Report



COMMUNITY LIVING
Upper Ottawa Valley



Inspiring Possibilities



Vision/Mission/Principles

Our Vision

That all persons live in a state of dignity, share in all elements of living in the community and have the opportunity to participate effectively.

Our Mission

To foster the development of welcoming communities through:

Providing supports and services based on each person's uniqueness and self-determination so they may enjoy safe, secure, and rewarding lives

Enriching community life by developing community capacity and partnerships

Opportunities for stakeholders to learn and take leadership

Promoting and celebrating diversity through public education and promotion of inclusion and community living

Leadership in human rights advocacy

Eliminating physical, attitudinal and societal barriers to full citizenship

Our Principles

- People from our catchment area will be supported so they can live within the area, if that is their choice
- Everyone connected to CLUOV is an ambassador for inclusion, for the organization and for the people it supports
- CLUOV will not support segregated initiatives and activities and will ensure our focus is on individualization and inclusivity
- Self-advocacy is critical
- The concepts of “*exploring options*” and of “*informed choice*” must be part of the decision-making process for all people supported by CLUOV
- A high profile for the organization is important to its work
- Professional conduct is vital: “To see is to know”

We're PROUD
of achieving a

4 YEAR

Person-Centered Excellence

ACCREDITATION

With Distinction

Accredited by
CQSMAL



2015—2016 Board of Directors

Front Row—Keith Rae, Joanne Clarke, Karen Payne,
Elaine Clouthier

Back Row—Bob Smith, Christine Reavie, Laura Mayo, Shelley
O'Malley, Holly Woermke, Jane Dougherty

Absent From Photo:
Dave Marcus, Colleen Whittier

AGENDA

Community Living Upper Ottawa Valley 58th ANNUAL GENERAL MEETING

Friday, September 16, 2016

Germania Club ~ 15 Bennett Street, Pembroke, ON

1. Call to Order
2. Quality Enhancement Committee Presentation
3. Minutes of 2015 Annual Meeting
4. Chair's Remarks
5. Executive Director's Remarks
6. Presentation of Financial Report and Report of Auditors
7. Appointment of Auditors for 2016/17
8. Election of Directors
9. Guest Speaker: Karen Chan, Assistant Deputy Minister of the Community & Developmental Services Division at MCSS
10. Presentations
11. Adjournment

----- **END OF ANNUAL GENERAL MEETING** -----

Staff Recognition Awards – Years of Service

5 years: Tammy Rosien, Wendy Cayen, Amanda Whittington, Paul Mayfield

10 years: Bonnie Michaud

15 years: Nancy Healey

30 years: Bev Robichaud

Greetings from Dignitaries

MP Cheryl Gallant

MPP John Yakabuski

Chris Beesley, CEO of Community Living Ontario

Norma Lamont, Board Secretary for OASIS

2015 AGM Minutes

MINUTES

57th Annual General Meeting
Wednesday, September 16, 2015, 6:30 p.m.
900 Pembroke St. E., Pembroke, ON

1. Call to Order and Welcome

Shelley O'Malley introduced herself as chair for the evening. She welcomed everyone and called the 57th Annual General Meeting of Community Living Upper Ottawa Valley to order at 6:30 p.m.

2. Approval of Minutes of 2014 Annual General Meeting

Motion #1

It was moved by Jane Dougherty and seconded by Keith Rae that the minutes of the 2014 Annual General Meeting held on June 19, 2014 be accepted as distributed.

Carried

3. President's Report

Shelley O'Malley asked that the membership take a few moments to review her report as printed in the Annual Report.

4. By-Law Amendments

Shelley O'Malley spoke to the new draft by-laws. She called upon Tom Little, a consultant who worked with the Board, to give the membership an overview of the new draft by-laws. The by-laws were mailed out to the membership with notice of the meeting and a special meeting was held on September 10th to discuss this document. The by-laws presented are a step to making the organization even better. They prepare Community Living for the future and allow the Board to make decisions in an effective manner.

Motion #2

It was moved by Kyle Croft and seconded by Laura Mayo that the amended by-laws be adopted as presented.

Carried

2015 AGM Minutes

5. Executive Director's Report

Chris Grayson provided a brief overview of his report and highlights of the past year.

6. Presentation of Financial and Auditor's Report

Karen Payne spoke to the 2014/15 audited financial statements which members had received in their mail out.

7. Appointment of Auditor's for 2015/16

Karen Payne asked for a motion to appoint Welch LLP as Community Living's auditors for the fiscal year 2015/16.

Motion #3

It was moved by Allan Garrah and seconded by Jane Dougherty that Welch LLP be appointed as Community Living's auditors for the fiscal year 2015/16.

Carried

8. Election of Board of Directors

Christine Reavie on behalf of the Nominating Committee proposed the following slate of candidates for consideration:

Laura Mayo
Joanne Clarke

Motion #4

It was moved by Holly Woermke and seconded by Karen Payne that the slate be accepted as presented.

Carried

Christine Reavie then declared the slate of Directors elected as presented.

2015 AGM Minutes

9. Adjournment of Business Session

Motion #5

It was moved by Christine Reavie and seconded by Laura Mayo that the business portion of the Annual General Meeting be adjourned at 7:15 p.m.

Carried

AGM Keynote Speaker

Megan Conway from Algonquin College Pembroke

Topic "Partner or Perish"

The reality of succeeding as a non-profit today means boot strapping, creativity, innovation and above all else....partnership. Although the word is a trite one, leading non-profits are building new models of partnerships and are simultaneously developing new cultures of innovation and new models of service-delivery.

Megan Conway shared her experience of building partnerships that strengthen the non-profit sector.

Staff Recognition Presentations

Special recognition was given to the following staff for reaching a milestone year working with Community Living Upper Ottawa Valley.

5 Year Honorees

Karen Reid
Kim Rennick
Chantal Brumm

15 Year Honorees

Stefanie Soulier

Chair's Report



It is hard to believe that another year has passed, and as I look back over these last four years as Chair of the Board, I am amazed at what has been accomplished here at Community Living Upper Ottawa Valley. The dedication of staff and volunteers never ceases to impress me. Their focus on the people we support; meeting their needs and ensuring they have a rich community based life, continues to be our goal.

Many projects were completed this year. The Board finalized their Governance and Accountability policy and procedures manual. No small task to be sure but the Board committee and key staff members have developed an excellent document that will guide the Board for many years to come. Other projects completed were largely designed to fund raise for our outcomes fund. Our 20th annual golf tournament was held in August. We saw a successful day, although Mother Nature gave us a challenge. Approximately \$18,000 was raised, bringing our overall total over these 20 years to about \$220,000. We are fortunate to have a generous community base to support this excellent tournament each year. Other fund raising ventures included "Guys Night Out" and two "Box of Possibilities" lunches. A new raffle was also held in the fall. All of these projects take hours of organization and many volunteers to make them a success. We are so fortunate . . . thanks to all.

We have also seen the benefit of keeping up to date with our sector peers both locally and throughout the province. Providing opportunities for staff and Board members to network and staying up to date with cutting edge practices has been a positive experience for everyone. Our presence at Community Living Ontario and OASIS annual conference has been noteworthy. In fact, we are on the radar of other agencies for some of our innovative ideas and best practices.

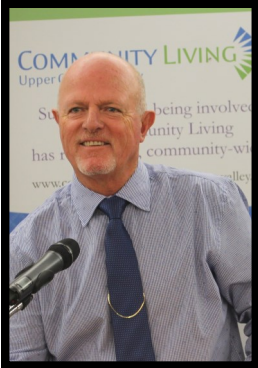
The highlight of this year, however, has to be our success in attaining a 4 year Person-Centered Excellence Accreditation with Distinction! To say that I am proud of the staff who worked so hard to demonstrate our outstanding work would be an understatement. It was heart-warming watching the people we support share their successes in personal and authentic ways. Smiles, warm hugs and tears demonstrated people's pride in their accomplishments. Our community shared their welcoming spirit through their positive comments and enthusiasm for Community Living. I am so proud!

As we begin another busy year at Community Living, we have a new skip in our step! We are motivated by our successes and challenged to go further in our quest to provide outstanding supports and services. That is our goal – because we know "Together is Better".

A handwritten signature in cursive script that reads "Shelley O'Malley".

Shelley O'Malley, Chair
Community Living Upper Ottawa Valley

Executive Director's Report



Together we were and are better. In reviewing documents and our achievements in order to produce my report, I was struck by how many things we achieved by working cooperatively with many unique local, provincial and international stakeholders. Last year's guest speaker Megan Conway suggested that those leading not for profits build new models of partnerships and simultaneously develop new cultures of innovation and new models of service delivery. There is little doubt that our strategic direction will lead us there.

We may never be finished but I assure you this organization is working with many partners to move us closer. Not only do we see working together as better, we are being invited to participate on many other projects to offer contribution and expertise. As the lead agency, our partnership Madawaska Valley Community Living funded with our successful Trillium grant to teach staff about the use of Personal Outcome Measures in both agencies is in the final year of a three year grant. We were asked to be part of a provincial best practices group called "From Presence to Citizenship" where we will be sharing our stories together at a summit in early 2017.

We were selected by the Ministry as one of 9 agencies to be a part of the launch of Lifeshare, which is in response to the revised Family Home guidelines. A professional marketing company has worked with all 9 agencies, stakeholder groups, test sessions and together we will launch the new material to recruit and support people to share their lives with adults with intellectual disabilities. This will be an exciting journey for us.

We participated in the city of Pembroke's strategic planning. We were active in the development of an "Age Friendly Community plan" in the city of Petawawa and are working in partnership with the local community college to ensure staffing needs for the future address the needs of our ambitious goals.

We continued to build on a culture of innovation, collaboration, learning and development. These agency attributes and behaviours are important to the longevity of the not for profit sector. Collaboration with other service providers regionally and provincially is just the way the way we do business.

We have committed to new housing partnerships. Last year we sold one of our properties which resulted in the start of a domino effect resulting in 12 people moving to new housing. Eleven more internal plans to move are being finalized and proposals to accept 3-5 new people off the wait lists are under way.



Executive Director's Report

To be successful and to continue to address changing needs, we must continually invest in staff development and competency. Last year we certified two senior staff in Train the Trainer-Abuse Prevention and Awareness. We certified two staff in the effective use of Non Violent Intervention Strategies. We have three in house trainers in the use of Personal Outcome Measures. We have sent more than a dozen staff to provincial conferences and forums. We agreed to move towards adopting and developing core competencies. This is all in addition to all our regular mandatory annual training. We must continually seek out those best practices and learn from all opportunities in order to maintain our commitment to excellence.

We are also investing in leadership development of self-advocates. Many have been to provincial conferences, networked with other advocacy groups, and participated in Public Speaking training through our local college.

There is an ongoing pressure across the sector to do more. We are working to respond where we can. We are working at being more responsive and more creative yet not compromise on values and principles of inclusion. We must remain vigilant and help others to shift to a more inclusive mandate. We have a role to play in leading that courageous conversation. That is one of this agency's cultural contributions to the sector.

While creating new and innovative partnerships, we did not lose sight of our goal and mission statement which is why we made the decision to use CQL as our accreditation reviewers. Ensuring quality supports and services is at the core of our mandate and we feel that the Council on Quality Leadership provides the most inclusive, person centered approach to measuring the quality of services. I made the recommendation that we would go through this external review process with the expectation of achieving the highest possible level of excellence. The Quality Enhancement Committee agreed. At the time, the agency was still adjusting after several years of changes and I could sense trepidation on the part of our team. But I believed that this goal would be met successfully because I trusted my team, I trusted our collective energy, we trusted our collective competency. We trusted ourselves! Going for second is not our nature. People deserve our best and together we delivered.



I am glad the committee and teams trusted in that vision. Today we celebrate.

As the Executive Director, I must acknowledge the board for their steadfast commitment to the ideals of our vision and mission. The work they put into the last year or two has been a key ingredient to our collective success.

Chris Grayson, Executive Director

Community Development Committee Report

Committee Members: Tina Williams, Carol Ripley, Bob Smith, Laura Mayo, Cindy Nicholas, Shelley O'Malley, Melissa Hoffman, Chris Grayson

There are benefits to annualizing functions and repeating tried and tested strategies. At this year's 20th Annual Golf Tournament, we were able to appreciate that more than ever! Having had the benefit of repeating this event, we were able to run a very smooth and successful tournament. The golf committee had things down pat with signage, repeat participants, generous sponsors, a reliable venue, a great meal, and special features. All this made the flawless day seem like less work than was actually required for such a successful event! Netting over \$18,000 in fundraising proves just how much hard work and dedication went into making this day so spectacular.



We also held two successful "Box of Possibilities" fundraising lunch events, which followed a similar format as in years past and benefitted from both several repeat volunteers and hardworking businesses making the orders!



Our recent marketing commitments with MYFM, Health Matters and support from local newspapers, Ottawa Valley Business and Community Living Ontario have meant that we have celebrated locally and across the province.

We have run several radio and newspaper advertisements, which have celebrated local employers, landlords, and a theatre group in our area. If you have not had a chance to see or hear these ads, check them out on our website!

Not only do we lead events, but equally important, we participate in those hosted by our community partners. From participating in PBIA's summer family festival to economic development and social planning tables, Community Living's important role has been both recognized and valued.

During our recent accreditation review, the consultants commended us on the fact that everyone in the community they spoke to was aware of Community Living and the good work we do! During the review process, we made commitments to ensure that these social roles extend to the people we support and to focus on celebrating even more local champions.

Quality Enhancement Committee Report

Committee Members: Gerry Mansveld (Chair), Holly Woermke, Keith Rae, Shelley O'Malley, Colleen Whittier, Chris Grayson, Tina Williams, Ashley Leedham, Bev Robichaud

As I'm sure all involved with Community Living feel, the Quality Enhancement committee can't believe how quickly the year went! From undergoing an intensive Ministry compliance review in July 2015 to our success with a 4-Year Person-Centered Excellence Accreditation *with Distinction* in June of 2016; this working year was a busy one!

Some fundamental impacts shaped the organization. We now have 2 reliable interviewers who will soon be certified in-house trainers with Personal Outcome Measures. We have data that supports improvement in Quality of Life initiatives. Basic assurances are tracked and shared quarterly with all staff, showing significant improvement surpassing targets almost completely across the agency.

- More people are working.
- More people are living in affordable and accessible homes.
- People are enjoying good health and are having health issues addressed and resolved in a timely fashion.
- People have been awarded settlement money through the Class Action lawsuits and are enjoying trips, vacations, new places to live, large screen TV's, cell phones and other purchases that are adding to their quality of life!

Twelve agency representatives (staff, board and people supported) will be proudly attending the Community Living Conference this fall in Richmond Hill. It is always rewarding to participate outside of our county to feel firsthand the respect that CLUOV has in the greater community of Community Living.

The Quality Enhancement Committee has been on a well-deserved break for the summer and hopes that staff and other supporters of Community Living have enjoyed equally deserving rest and relaxation. We will be scheduling fall meetings and will soon, be addressing our strategic directions as well as the newly committed to, long-term and short-term goals as developed through the Person Centered Excellence Review. Stay tuned for more accountability; strategies to address respite needs; fewer properties to manage with increased reliance on community partners; and more commitment to celebrating the community partners integral in meeting these goals. We look forward to working together . . . as **"Together is Better"**.



Gerry Mansveld, Chairperson



Nominations Report

Our by-laws state that the affairs of the Corporation shall be managed by a Board of twelve (12) Directors.

We currently have five vacancies on the Board and the Nominations Committee is proposing the following slate of nominees:

Dave Marcus
Keith Rae

Holly Woermke
Shelley O'Malley



The following Directors remain in office:

Christine Reavie
Laura Mayo
Colleen Whittier
Bob Smith

Jane Dougherty
Elaine Clouthier
Joanne Clarke

Thanks to retiring member Karen Payne.



5 Key Result Areas from our Strategic Plan:

1. **Deliver exceptional services** that make choice, inclusion and quality of life a reality for all people supported by CLUOV.
2. **Support the self-advocacy** of all people supported by CLUOV, including in the areas of leadership, community development and rights.
3. **Build a work culture** that reflects expertise, professionalism, autonomy, mutual support and respect.
4. **Strengthen the profile of the organization**, its services and the people it supports.
5. **Improve the capacity of the Board of Directors** to govern CLUOV, with special focus on recruitment and representing the organization and its commitments in the broader community.

Executive Award

It is with great pleasure and pride that we present **DAVE MARCUS** with the Executive Award.

Dave has been an active member of the Board of Directors since 1996. His interest and passion for Community Living grew from his personal experience with his brother. Dave demonstrated his understanding for individuals with intellectual disabilities and was determined to see their needs met in the community.

During his 20 years on the board, Dave has assumed many roles, including 12 years as an Executive Officer; Treasurer, 1st Vice President and President.

Over the years, Dave has provided the Board with his expertise in both business and finance. He was instrumental in CLUOV becoming part of the OMERS pension plan. He has participated on numerous committees and has been a major contributor in board governance and policy development.

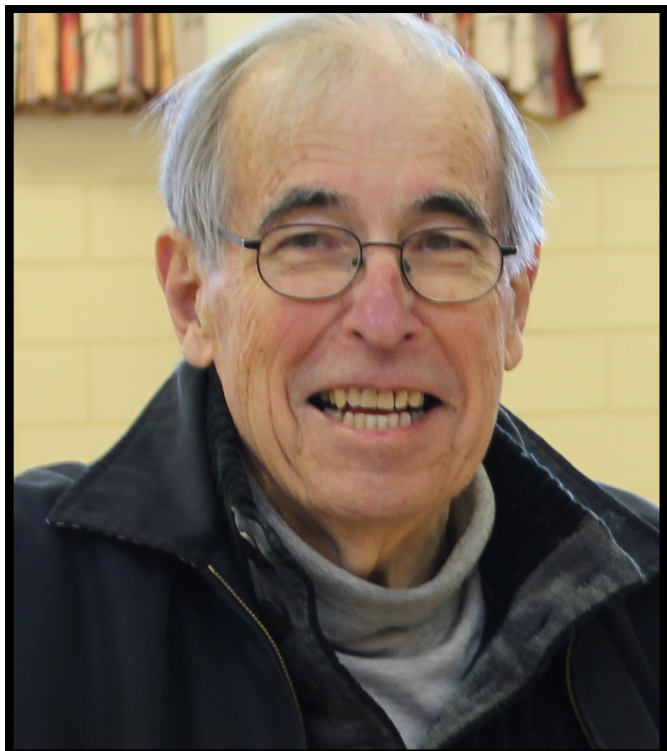
Fundraising has also been an area that Dave has taken a keen interest in. Card raffle ticket sales at the golf tournament were one of his specialties: salesman extraordinaire!

During CLUOV's first accreditation, Dave was at the helm of the Board. He was so proud of the organization's success.

Dave's wife, Peggy, is also well known by CLUOV for her volunteer activities. Dave and Peggy have three children and four grandsons. Dave's grandsons have accompanied him to several golf tournaments to assist in this fundraising event.

Dave Marcus is a deserving recipient of this award. We will continue to benefit from his participation on the Board of Directors and look forward to his leadership for many years to come.

Congratulations Dave.



~ A Milestone Year Celebration ~

Employee Recognition Event 2016



We would like to congratulate the following staff for reaching a work milestone year with Community Living Upper Ottawa Valley.

Congratulations!

5 Year Honorees

Tammy Rosien, Wendy Cayen, Amanda Whittington, Paul Mayfield

10 Year Honoree

Bonnie Michaud

15 Year Honoree

Nancy Healey

30 Year Honoree

Bev Robichaud

Annual Highlights 2015—2016



Accreditation June 2016

Annual Highlights 2015—2016



2015 Guys Night Out—September 18th



Untapped Potential Seminar October 2015



**High Five Raffle Winners
November 2015**



Box of Possibilities October 2015

Annual Highlights 2015—2016



2016 Champions—Barry's Garage Doors

Gerry Mansveld, (*Golf Tournament Chairman*) is seen in this picture presenting Peter Van Grinsven, Shawn Oliver and Dave Parkes with their 1st Place prize and award.



Founding Organizers of Event

Debbie Robinson and Kathy Bennett organized the first tournament for CLUOV 20 years ago and have been loyal participants ever since. Your legacy lives on in a BIG way! Thank you ladies.



Fun-Filled Day

Despite the rain, there were plenty of smiles! 108 golfers enjoyed their time at this year's event and are looking forward to joining us at next year's event.



Great Prizes

All the golfers had the opportunity to win great prizes at the end of the day. Fantastic support from our local businesses!

CLUOV Golf Tournament!

\$18,000 raised at this year's event!

21st Annual Golf Tournament
August 18, 2017
Make plans to join us!

Time to Celebrate!

