

*Inspiring Possibilities*

# **Together is Better**

Annual Report  
2014 –2015

**COMMUNITY LIVING**  
Upper Ottawa Valley





*Josh and Holly . . .  
Sets goals.  
Achieves them.  
Sets more goals.*

# Vision, Mission and 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:

- P**roviding supports and services based on each person's uniqueness and self-determination so they may enjoy safe, secure, and rewarding lives
- E**nriching community life by developing community capacity and partnerships
- O**pportunities for stakeholders to learn and take leadership
- P**romoting and celebrating diversity through public education and promotion of inclusion and community living
- L**eadership in human rights advocacy
- E**liminating 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”



*Alan believes in  
the power of  
buying local.*

## Agenda

### **COMMUNITY LIVING UPPER OTTAWA VALLEY**

### **57<sup>th</sup> ANNUAL MEETING**

### **A G E N D A**

Wednesday, September 16, 2015, 6:30 p.m.

Travelodge Pembroke

900 Pembroke St. E., Pembroke, Ontario

#### **Business Meeting**

1. Call to Order
2. Minutes of 2014 Annual Meeting
3. President's Remarks
4. By-Law Resolution
5. Executive Director's Report
6. Presentation of Financial and Auditor's Report
7. Appointment of Auditors for 2015/16
8. Election of Board of Directors
9. Adjournment of Business Session

#### **Guest Speaker**

**Megan Conway ~ Algonquin College Pembroke ~ "Partner or Perish"**

**Staff Recognition Presentations**

**~ Social Time To Follow ~**

# 2014 AGM Minutes

## MINUTES

56<sup>th</sup> Annual General Meeting  
Thursday, June 19, 2014, 6:30 p.m.  
900 Pembroke St. E., Pembroke, ON

### 1. Call to Order and Welcome

Shelley O'Malley, President, welcomed everyone and called the 56<sup>th</sup> Annual General Meeting to order at 6:30 p.m.

Booklets containing all pertinent information and reports were distributed upon registration. Shelley reminded members that those making and seconding motions must have a current membership and that they must state their name when making the motion and show their purple voting card given to them in their registration package.

### 2. Approval of Minutes of 2013 Annual General Meeting

#### Motion #1

It was moved by Jane Dougherty and seconded by Christine Reavie that the minutes of the 2013 Annual General Meeting held on June 20, 2013 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.

#### Motion #2

It was moved by Colleen Whittier and seconded by Christine Reavie that the President's Report be accepted as printed.

Carried

### 4. Executive Director's Report

Chris Grayson provided commentary for a PowerPoint presentation highlighting the past year.

# 2014 AGM Minutes

## **Motion #3**

It was moved by Brian Tate and seconded by Allan Garrah that the Executive Director's report be accepted as presented.

**Carried**

## **5. Acceptance of Financial and Auditor's Report**

Mr. Hal Ward, from Welch LLP spoke to the audited financial statements.

## **Motion #4**

It was moved by Keith Rae and seconded by Pat Durston that the audited financial statement and auditor's report for the fiscal year 2013/14 be accepted as presented.

**Carried**

## **6. Appointment of Auditor's for 2014/15**

Dave Marcus asked for a motion to appoint Welch LLP as Community Living's auditors for the fiscal year 2014/15.

## **Motion #5**

It was moved by Dave Marcus and seconded by Jane Dougherty that Welch LLP be appointed as Community Living's auditors for the fiscal year 2014/15.

**Carried**

## **7. By-Law Amendments**

Jane Dougherty asked for a motion to confirm these by-law amendments:

### **7.2 Membership Year**

**FROM:** Unless otherwise determined by the Board, a membership shall be the twelve (12) months following the payment of the membership dues and applicable to that year only.

**TO:** Unless otherwise determined by the Board, each membership shall lapse and terminate on the 30<sup>th</sup> of June in each and every year.

# 2014 AGM Minutes

## 7.3 Record Date

- FROM:** New memberships must be purchased not later than fourteen (14) days prior to any meetings, including the Annual General Meeting in order to be eligible to vote at such meetings, provided that current members renewing their memberships later than fourteen (14) days prior to any meetings including the Annual General Meeting shall be entitled to vote at such meetings.
- TO:** Each Individual Member in good standing shall be entitled to one vote on each question arising at any special or general meeting of the members, providing that the membership is valid and in effect for a minimum of fourteen (14) days prior to such meeting.

## 10.1 Term of Office

- FROM:** Directors elected as Executive Officers shall hold office until the first Annual Meeting after such an election.
- TO:** The term of office for Directors elected as Executive Officers shall be two (2) years.

## Motion #6

It was moved by Kyle Croft and seconded by Noreene Adam that by-law **7.2 Membership Year, 7.3 Record Date and 10.1 Term of Office** be amended as presented.

Carried

## 8. Election of Board of Directors

Christine Reavie introduced the slate of Directors for the membership's consideration:

### **Directors with 1 year to serve of a 3 year term:**

Patricia Durston	Laura Mayo
Kyle Croft	Joanne Clarke

### **Directors with 2 years to serve of a 3 year term:**

Dave Marcus	Karen Payne
Shelley O'Malley	Keith Rae
Holly Woermke	

# 2014 AGM Minutes

**The Nominating Committee proposes the following slate of candidates:**

Christine Reavie	Brian Tate
Jane Dougherty	Colleen Whittier
Elaine Clouthier	Bob Smith

Nominations were called for from the floor two times.

Nominations were called for from the floor the third and final time.

## **Motion #7**

It was moved by Dave Marcus and seconded by Brian Tate that nominations cease.

**Carried**

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

## **9. Installation of Board of Directors**

Noreen Adam was called upon to formally install the 2014/15 Board of Directors of Community Living Upper Ottawa Valley.

Shelley O'Malley announced the Executive officers for the 2014/15 term of office:

Shelley O'Malley – President  
Christine Reavie – Past President  
Dave Marcus – 1<sup>st</sup> Vice President  
Jane Dougherty – 2<sup>nd</sup> Vice President  
Karen Payne - Treasurer

## **10. Other**

No other items were addressed.

## **11. Adjournment of Business Session**

### **Motion #8**

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

**Carried**



## 2014—2015 Board of Directors



*Jeff thinks it is everyone's responsibility to give back.*



### Volunteers Wanted

Call 613-735-0659 and speak to us about volunteering with Community Living Upper Ottawa Valley.





### ***Better Together***

## **President's Report**

It has been another busy year here at Community Living Upper Ottawa Valley. Since last years Annual Meeting, a “face lift” has brightened the office. Relocation of some important central staff has made a difference to those working to keep the organization ticking along. We hope these changes make your visits to the office a pleasant experience.

A significant emphasis was placed on the development of the Strategic Plan this year. This in itself, was a daunting task. The Strategic Plan is designed to further develop a common purpose, that will encompass our vision, mission and values. “Better Together” is providing everyone at Community Living Upper Ottawa Valley with a plan, to guide us through the next three years (and beyond). It was developed through discussions and consultations with a variety of focus groups. We utilized the resources and knowledge of Tom Little, who guided us through the initial stages; consulting with some of the people we support their families, staff, board members and community partners. Many sessions were held to ensure all voices were heard and that our focus would meet the needs of the people we support; in the community. Out of these discussions, our Housing Symposium was seen as a way to tackle one of our challenges, affordable/assessable housing in the Upper Ottawa Valley. This symposium brought together many individuals who have had similar challenges and how they used some innovative ideas to overcome them.

This spring MCSS invited Chris and me to present our Housing Symposium experiences to a regional meeting in Ottawa. We were very well received and further discussions are on going.

Several new committees worked diligently this year to update and develop our By-Laws and Governance Plans. Bringing these areas up-to-date was challenging. New legislation for Not-For-Profit is inevitable. We consulted with Nancy Draper last fall, who brought us essential information, helping us to tackle this task. Tom Little also assisted us with the final changes to the By-Laws you are presented with. Our goal at Community Living Upper Ottawa Valley is to stay abreast with new rules/legislations as they come; keeping in mind our ultimate focus, meeting the needs of the people we support here in this area.

It doesn't appear that things will be any quieter at Community Living Upper Ottawa Valley in the 2015—2016 year. Preparing for and completing accreditation will be a major focus for everyone. We are growing! We are evolving in many ways. Technology updates are moving forward. Community Living Upper Ottawa Valley is utilizing a variety of new technologies with some supported individuals—IPads, and innovative communication programs have been introduced.

We look forward to strengthening partnerships with many local organizations. Sharing resources and knowledge help all of us in current economic and social times. We always keep in mind that we are “Better Together”.

*Shelley O'Malley*



## Executive Director's Report

As we reflect on the last year and our work as an association there are many outcomes and achievements to be proud of. Working with people we support to seek some level of justice for the abuse and injustices in provincial facilities was one of those areas we fought hard to achieve. As I write this report, we have just received news that the payments to those involved in the class action case against the province have finally been put in the mail. The staff of this agency, with the leadership of Donna Locke, diligently assisted 27 people to submit claims estimated to be valued at over \$700,000.

We are also thankful for the Ministry's increase in the Provincial Developmental Services budget of \$810 million. This increase in funding has provided staff salary increases and locally had a direct impact on supports to people. We have seen 12 people receive Passports funding totaling \$179,510. Residentially we received funding to support 5 new individuals off the waiting list. The opening of our Macy Street home is a direct result of this funding announcement. With these funds our agency has new revenues of over one million dollars and has increased our staffing numbers accordingly.

We are funded by the Ministry of Community and Social Services and are required to meet various standards and regulations as a transfer payment agency. Regulation 299/10 or the Quality Assurance Measures is one of those. There are 280 areas that are monitored. Each year agencies are inspected to ensure systems and practices are in place to demonstrate ongoing compliance with these measures. Our inspection was recently completed and our report indicated only two outstanding areas which we are working on with our partner agencies in Renfrew County and the Ministry.



*531 Macy Street, Pembroke, ON*

The agency has continued to focus on our commitment to quality. We are in year two of our Trillium funding and the training on Personal Outcome Measures. This project has focused our team's efforts and will see our agency go through an external accreditation process next year. The organization is working with Madawaska Valley Association for Community Living and assisting them as a partner in our grant from Trillium. Tina Williams as a trainer with CQL is providing the leadership to our team and to the team in Madawaska.

The Developmental Services Sector has been working on Core Competencies, developing consistencies for use across the province for all staffing positions in our sector. I am pleased to report that our staff will now be active participants in the use of and development of core competencies. Three of our staff attended a 3 day orientation and training event on the use of and implementation of these competencies. Over the next few years we will see the evolution of this tool into the daily operations of our teams. This is one of many positive steps for the staff and the association.

## Executive Director's Report

Our association is seen by others as a leader in many ways. As a result of this positive reputation we were invited to speak to the East Region ED's, their board members and many senior ministry officials in Ottawa on our agency strengths and strategic plan directions. Our positive reputation has also resulted in our inclusion as one of 10 agencies in a two year provincial initiative to share best practices and success stories the DS Sector. The ten agencies submitted a proposal for funding to develop a permanent learning community where agencies can share best practices to collectively improve person centered practices. We as a group will be hosting a provincial conference to highlight our collective efforts and to challenge the shift in culture of other agencies among other objectives.

We need to continue to build around a culture of innovation, collaboration, learning and development and fun. These attributes and behaviours are important to the longevity of not for profits such as ours. Collaborations with other service providers and aligned organizations may create opportunities that together can be successful but apart, only a vision.

As we move forward if we are to remain successful we will need to be more innovative, more open to new opportunities and more open to adapt based on the needs and desires of those we support.

You have no doubt seen a fair bit of our "I am community living" campaign. This is our second year with the campaign and to add to its strong messaging, we have produced a marketing video that is being used at various events and shown to community groups. The positive messaging is important as we engage in and with our community partners.



Our strategic plan has produced 5 key areas of focus. As we move ahead with these areas, you as staff, as volunteers and as community partners will all play a key role in our overall success. I look forward to what is looking like a very exciting few years.

Once again, I want to acknowledge and thank the board of directors for their time, effort and strong commitment to the agency success and for their support of my efforts as your Executive Director. I also want to acknowledge our team of staff. They are all doing their part in making this Community Living Agency one to be proud of.

Respectfully,

A handwritten signature in cursive script, reading 'Chris Hayden'.



*Tabitha knows  
that every day  
has possibility  
within it.*

## Guest Speaker



### 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 will share her experience of building partnerships that strengthen the non-profit sector.

## Membership & Nominations Report



Our by-laws state that "the affairs of the Corporation shall be managed by a Board of twelve (12) Directors. Directors are elected for a term of three (3) years at an Annual Meeting."

The Board currently has two vacancies and the Nominations Committee is proposing the following slate:

Joanne Clarke

Laura Mayo

Directors who remain in office:

Elaine Clouthier

Jane Dougherty

Dave Marcus

Shelley O'Malley

Karen Payne

Keith Rae

Christine Reavie

Robert Smith

Colleen Whittier

Holly Woermke

Thanks to retiring members:

Kyle Croft

Brian Tate

Patricia Durston

Christine Reavie, Chairperson



*Raina lives with the mantra that if you really want something bad enough, you'll find a way to get it.*

## Quality Enhancement

2014- 2015 QEC Committee members this year were Holly Woermke, Gerry Mansveld, Ashley Leedham, Megan Lariviere, Peter Fright, Keith Rae, Colleen Whittier, Tina Williams and Bev Robichaud. Shelley O'Malley and Chris Grayson also participate.

We kicked off our working year by first approving and sharing the organization's new Strategic Plan that will assist us to focus on 5 Key Result Areas

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.

We supported the Housing Symposium, welcoming guests from other parts of Ontario to share best practices and spark creative thinking in Renfrew County. More than 80 property owners, builders, politicians and community partners participated in an all-day event that has led to new and exciting partnerships. The Committee also focused on leadership development by supporting 2 information sessions for parents, as well as providing a display for the RCCSB Special Education Symposium. Feedback from these events was very positive and made way for connections with younger families.

Community Living Upper Ottawa Valley is hosting 2 key events next week September 23 and 24th, 2015 welcoming Joe Dale and Mark Wafer. Joe is the Executive Director of the Ontario Disability Employment Network's Centre for Excellence in Employment Services for People with a Disability. Mark Wafer is the owner of 6 Tim Horton's restaurants in the Toronto area and is an Inclusive Employer Champion. By sharing his successful business model Mark has become one of four global leaders in business-oriented disability advocacy. They will share expertise on Employment strategies and the "bottom line" benefits of Inclusive Employment. More than 80 participants are expected between the evening and day events.

The 3 year Ontario Trillium Grant is allowing for our in-house expertise to continue to develop and provide essential learning for staff embedding the Personal Outcome Measures into organizational day to day practices. Certification for 2 of our staff as Reliable Interviewers will be completed this fall and we were able to introduce the Personal Outcome Measures to 25 staff at Marianhill this past summer. This grant has cemented our relationship with MVACL, trickling into all levels of their organization. With 2 certified staff already, they are sending self-advocates to shadow our Speaker's Bureau meetings later in September and their Quality Development Manager, Lisa a valued member of our committee.

Lastly, we have chosen the date for our Accreditation in June 2016. If you want to be a bigger part of this exciting journey, please let us know. We are looking to ensure transparency, commitment and responsiveness and would love for all stakeholders to share in these great upcoming accomplishments.





*Jessie has never forgotten where he came from.*

## Community Development Committee

2014-2015 CDC members included Bob Smith, Laura Mayo, Dee Lambert, Melissa Hoffman, Cindy Nicholas, Tina Williams, Carol Ripley, and Evelyn Culleton. Shelley O'Malley and Chris Grayson also participated.

The CDC committee mandate is to develop partnerships at all levels of the organization and community that promote public education, develop collaborative strategic directions, community engagement/fund development and influence community capacity, foster new opportunities and share the story of Community Living Upper Ottawa Valley.

CDC reconvened in November welcoming three new members. Our membership currently includes board members, a member from the Speaker's Bureau and staff. CDC had a very rewarding year, we held (8) constructive meetings and worked on various projects during the year, our events generated a reasonable financial return with an outstanding return in community recognition. Fund-raising activities proceeds are used to assist people supported by Community Living with costs of living expenses, travel, health care not otherwise covered, purchases of beds, specialized equipment and opportunities to visit family and friends they wouldn't have otherwise been able to afford. The following is a list of projects that assisted us in our success.

- Golf Tournament (August)
- Community Living Upper Ottawa Valley video production (August)
- County-Wide Housing Symposium (October)
- Family Home video and newspaper article (January)
- Chamber of Commerce Award (January)
- Speaker's Bureau presents to Social Service Worker students at Algonquin College (Feb)
- Community Living Month activities (May)
- Box of Possibilities (April) & (October)
- High Five Lottery/Raffle Fundraiser (in the community) (July to November)
- Guys' Night Out (September)

*Photo taken by Stephen Uhler, Multi-media Journalist – The Pembroke Daily Observer.*



For additional exposure we increased our social media presence using Facebook, our website and features in Ottawa Valley Business and the Health Matters magazine and online subscriptions. We displayed Community Living Pop-Ups in local financial institutions and wrote and distributed our In-Touch Newsletter publication in March.



# Community Development Committee

## Community Partnerships

- 100 Women Campaign Recipient
- RDSP Partnership
- Petawawa Spring Show
- United Way

## Community Living Community Participation and Volunteering

- 2015 ICF World Canoe and Kayak
- Home Depot- Build Gazebo
- Lottery/Ticket Selling
- Algonquin College Part-time Work Fair



100 Women Donation



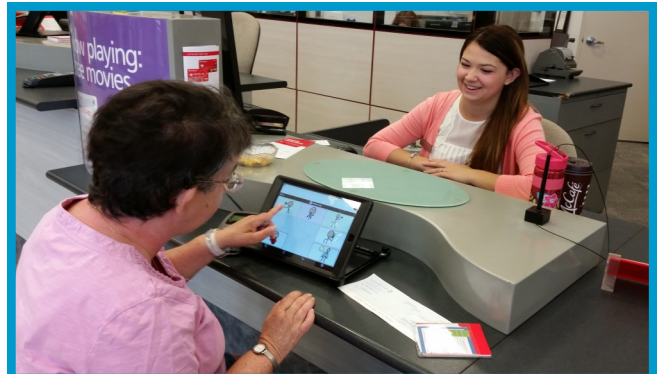
Housing Symposium



National Kayak Competition at Wilderness Tours.

## Special Project

We received \$3,470 and \$2,800 in Federal grants to enhance communication through technology; a project that gives people with limited communication the opportunity to learn about and use an electronic device to assist them with verbally communicating their needs/wants and to maximize their participation and contributions in their communities.



## Goals for the Coming Year and Strategic Plans:

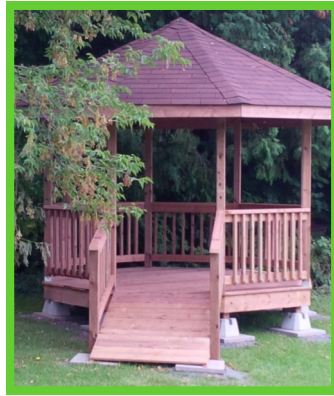
- Actively recruit new members from the public with an interest or expertise in fundraising & public awareness
- Use new technology to develop and distribute the In-Touch Newsletter
- Expand Community Partnerships leading fundraising activities so that Community Living may benefit from external planning and resources
- Research and apply for additional grants and available funding

We wish to acknowledge the hard work and dedication of the many individuals who volunteered their time to contribute to our success. Without a community minded approach we would not see the level of success or contribution that we were able to recognize this year.

## Annual Highlights



### Hunter Street



A team from the local Home Depot worked together with some volunteers to construct a beautiful gazebo at our Hunter Street location.



### Macy Street



The tenants at Macy Street are able to enjoy new flowerbeds at their home courtesy of "Frito Lays/Pepsi". Their staff volunteered their time to install these lovely additions. Special thanks to all of them for rolling up their sleeves and getting it done!



## Annual Highlights Golf Tournament



We had a great team of volunteers at our Annual Golf Tournament this year. Thank you for your time and help.



Golfers had the opportunity to win numerous prizes at the end of the day. Wonderful support from our local businesses.



### 2015 Champions—Cassidy's Transfer and Storage

Gerry Mansveld, (*Golf Tournament Chairman*) is seen in this picture presenting Dale Robinson, Mark Robinson, Mike Summers, and Dan Robinson with their 1st Place prize and award.



## CLUOV Golf Tournament!

Close to \$15,000 raised at this year's event.

20th Annual Golf Tournament

August 12, 2016

*Make plans to join us!*

# *Celebrate*

## A Milestone Year Celebration

*We would like to congratulate the following staff for reaching a work milestone year with Community Living Upper Ottawa Valley as of March 31, 2015!*

### 5 Year Honorees

*Karen Reid*



*Kim Rennick*



*Chantal Brumm*



### 15 Year Honoree

*Stefanie Soulier*





# Employment Event

**September 23rd**

**6:30—9:00 pm**

Community Living Upper  
Ottawa Valley Board  
Room

YOU MIGHT BE MISSING  
OUT ON THE BEST  
HR STRATEGY YET!  
JOIN US ON THE  
EVENING OF  
SEPTEMBER 23RD TO  
LISTEN TO

Joe Dale

AND

Mark Wafer

Explain the bottom line  
benefits of an  
INCLUSIVE WORKFORCE!

Reservations are not needed  
however recommended, call  
613 735 0659

Tina Williams

## Guest Speakers

Joe Dale is the Executive Director of the Ontario Disability Employment Network's Centre for Excellence in Employment Services for People with a Disability. The Centre for Excellence focuses on engaging and educating businesses about the benefits of hiring people with a disability and on ensuring Ontario has a strong and effective employment service delivery network.



Joe is also the founder of the Rotary at Work initiative, a program focused on educating businesses about the benefits of including people with disabilities in their workforce. He is an internationally renowned speaker, speaking to business, governments and not-for-profits on the issue of strategic engagement of people with disabilities in the workforce.



**Mark Wafer** is owner of six Tim Horton's restaurants in Toronto who demonstrates a clear business case for inclusive employment. Over the past 20 years Mark and his wife Valarie have hired 120 people with disabilities to fill meaningful and competitively-paid positions in all areas of the operations, from entry-level to logistics, production, and management. They currently employ 46 people with disabilities in a workforce of 250.

By sharing his successful business model Mark has become one of four global leaders in business-oriented disability advocacy. He is a member of the federal government's Panel on Labour Market Opportunities for Persons with Disabilities; co-founder of Canadian Business SenseAbility, Canada's national corporate strategy for hiring people with disabilities; a member of Ontario's Economic Development Partnership Council; and an inaugural member of Ontario's Champions League. He was recently inducted into the Canadian Disability Hall of Fame. Mark is also a motorsports enthusiast, race car driver and amateur sports car champion.

# Inspiring Possibilities

[www.iamcommunityliving.com](http://www.iamcommunityliving.com)



## Guys Night Out!

**\$500 in Casino Chips**  
**Pub Fare Food Live Auction**  
**Sport Celebrities 50/50 Draw**

**Friday, September 18**  
**5:30pm-11:00pm at Travelodge, Pembroke**



## Coming SOON ~ Deli Box Lunch Fundraiser

~ October 22, 2015 ~

*A Box of Possibilities: Fundraising Never Tasted So Good*

*More details to follow.*

HIGH  
FIVE  
RAFFLE

COMMUNITY LIVING  
Upper Ottawa Valley

## You Could Win:

TICKETS ARE \$10 EACH OR 3 FOR \$25

Call us to purchase tickets or [click here](#) to visit the locations to purchase!

Health Package (\$515 value)  
Sports Package (\$502 value)  
\$500 Cash Prize  
Automotive Package (\$500 value)  
Foodie Package (\$500 value)