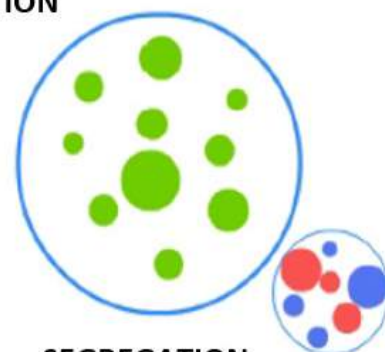
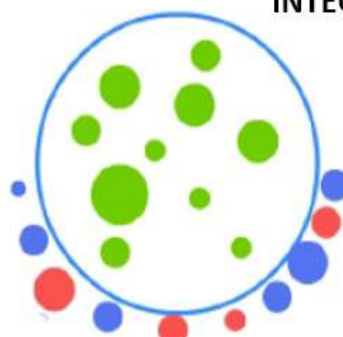
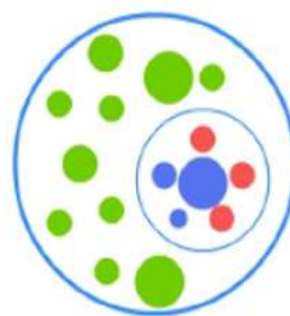
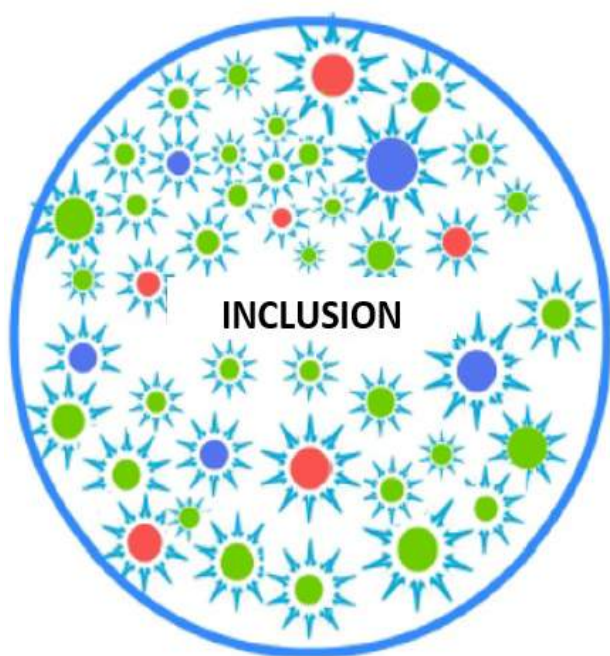


2016-17 ANNUAL REPORT

Together is better!



VISION. MISSION. PRINCIPALS.

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”**

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2016-17 BOARD OF DIRECTORS

Members:

Holly Woermke, Chair
Christine Reavie, Vice-Chair
Shelley O'Malley, Treasurer
Colleen Whittier, Secretary
Elaine Clouthier, Director

Jane Dougherty, Director (*not pictured*)
Dave Marcus, Director (*not pictured*)
Laura Mayo, Director
Keith Rae, Director
Bob Smith, Director (*not pictured*)



We're always seeking eager individuals to join our Board of Directors! Let our Board President (Holly Woermke) know if you're interested in becoming a Board member

AGENDA

Community Living Upper Ottawa Valley 59th ANNUAL GENERAL MEETING

Thursday, 21 September 2017

Clarion Hotel & Conference Centre— 900 Pembroke St. E.

1. Call Meeting to Order & Welcome
2. Review & Approval of Minutes: 2016 Annual Meeting
3. Chair's Remarks (Holly Woermke)
4. Executive Director's Remarks (Chris Grayson)
5. Presentation of Financial Report and Report of Auditors
6. Appointment of Auditors for 2017/18
7. Election of Board Directors
8. Guest Speaker: Nick Foley, Founder of "Celebrate the Hero"
and "Move for Inclusion"
9. Adjournment of Business Session
10. Staff Recognition & Award Presentations

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

2016 AGM MINUTES

58th ANNUAL GENERAL MEETING MEETING MINUTES

FRIDAY, SEPTEMBER 16, 2016, 7:00 pm

1. **Call to Order & Welcome**

Shelley O'Malley introduced herself as chair for the evening. She welcomed everyone and called the 58th Annual General Meeting of Community Living Upper Ottawa Valley to order at 7:00 p.m.

A PowerPoint presentation highlighting our recent accreditation process was shared.

2. **Approval of Minutes of 2015 Annual General Meeting**

Motion #1

It was moved by Christine Reavie and seconded by Laura Mayo that the minutes of the 2015 Annual General Meeting held on September 16, 2015 be accepted as distributed.

Carried

3. **President's Report**

Shelley O'Malley spoke briefly to her report as printed in the Annual Report.

4. **Executive Director's Report**

Chris Grayson spoke to his report, highlighting our recent accreditation.

5. **Presentation of Financial and Auditor's Report**

The 2015/16 audited financial statements were included in the annual report package. Shelley announced that these statements were approved by the Board of Directors at their August 2016 meeting.

6. **Appointment of Auditor's for 2016/17**

Shelley O'Malley asked for a motion to appoint Welch LLP as Community Living's auditors for the fiscal year 2016/17.

Motion #2

It was moved by Laura Mayo and seconded by Colleen Whittier that Welch LLP be appointed as Community Living's auditors for the fiscal year 2016/17.

Carried

2016 AGM MINUTES

7. Election of Board of Directors

Shelley O'Malley presented the nomination report, as printed in the annual report.

The nominees for the five vacant positions are:

Dave Marcus	Holly Woermke
Shelley O'Malley	Keith Rae

Motion #3

It was moved by Christine Reavie and seconded by Holly Woermke that the slate of nominees be accepted as presented.

Carried

8. Keynote Speaker

Karen Chan, Assistant Deputy Minister of Community and Social Services, Developmental Services Division complimented Community Living Upper Ottawa Valley for their commendable work and congratulated the agency on receiving the Person-Centered Excellence Accreditation with Distinction.

Karen also spoke briefly to current and future Ministry initiatives.

9. Presentations

The Executive Award was presented to Dave Marcus.

A retirement gift was presented to Rick McInnes, our MCSS Program Supervisor who is retiring at year-end.

The following staff recognition awards were presented:

5 years – Wendy Cayen, Paul Mayfield, Tammy Rosien, Amanda Whittington
10 years – Bonnie Michaud
15 years – Nancy Healey
30 years – Bev Robichaud

10. Adjournment of Business Session

Motion #4

It was moved by Christine Reavie and seconded by Laura Mayo that the business portion of the Annual General Meeting be adjourned at 8:30 p.m.

Carried

KEYNOTE SPEAKER: NICK FOLEY

Nick Foley is the founder of “Celebrate the Hero” and “Move for Inclusion.” Both are initiatives that motivate and empower people of all ages to make a difference by propagating good through action. He is driven by the desire to perpetuate an environment of self-worth, acceptance, and empowerment in communities, schools, businesses, and families.



STAFF MILESTONE RECOGNITIONS



Jennifer Angus
Nicole Fortin
Megan Fuisz
Brooke Mulvihill
Shelley Hawkins

Ashley Leedham
Elise Montgomery
Katelynn Paulusse
Tanner Schimmens
Holly Wagner



Connie Edwards
Cindy Nicholas
Kristy Phinney
Amanda Quinton
Kim Rigo
Chris Saulnier



Chris Collier
Tina Williams



Maureen McKinnon
Jannie Porteous
Carol Ripley



Donna Locke

BOARD CHAIR REPORT

I am proud to be writing my first report as the President of the Board of Directors at Community Living Upper Ottawa Valley. It has been another active year as we continue the work of our 3-year Strategic Plan.

As an organization that supports individuals with an intellectual disability, we continue to promote and live our

“Together is Better” mantra. The commitment and dedication of the CLUOV Board and staff building inclusive opportunities within our community is truly commendable.



Here are a few highlights of this year’s activities and accomplishments:

- We had another very successful Compliance Review with the Ministry in December.
- In February, we hosted renowned speaker David Pitonyak at two events that included staff and community partners. Despite a terrible winter storm, both events were well attended and David shared his insight and stories on inclusion and the need for connections to other people.
- CLUOV participated in a provincial learning exchange called “From Presence to Citizenship,” a two-year Ministry of Community and Social Services sponsored initiative that that our agency is a member of. Our Executive Director, Chris Grayson was also featured in a video where he talked about some of our local initiatives.
- We have been exploring new and innovative inclusive housing projects and are close to finalizing a partnership with the Petawawa Seniors Affordable Housing Project.
- We welcomed several new inclusive employers, including Giant Tiger (Pembroke), Phaze One, TSC, along with many others.
- In April, we held another successful Box of Possibilities Lunch fundraiser. Over 400 lunches were delivered to local businesses. Thank you to all the volunteers who donated their time.

BOARD CHAIR REPORT

- During Community Living month in May, we highlighted our Facebook Page with an inclusive activity that featured local people, businesses and groups for each day of the month
- The CLUOV Speakers Bureau has been very active speaking to local groups in the community.
- Our 21st Annual Golf Tournament was also another resounding success and we thank our many generous sponsors and supporters.
- The Nominations Committee has been very busy recruiting new members for the board. This year we say good bye to three long standing members of the board: Jane Dougherty, Christine Reavie and Elaine Clouthier. We sincerely thank them for their many hours of work and dedication to Community Living Upper Valley and to the people we support. We also welcome a new Board member, Megan Evans. The committee will continue their work to fill the additional vacancies in the fall.

I would personally like to thank the members of the Board of Directors and staff for their support over the past year and look forward to next year as we prepare to celebrate the 60th Anniversary of Community Living Upper Ottawa Valley!



Holly Woermke
Board Chair

EXECUTIVE DIRECTOR'S REPORT

Last year, our agency was coming off one of the most successful recognitions in its history and one we all celebrated at our AGM last September.

One could have expected a bit of a lull after such a remarkable year, but I am pleased to report this agency, its Board, staff and community did not slow down our momentum!



We continue to focus on what matters to those we support and the goals and aspirations of those needing assistance off the waitlists. The agency continues to grow and offer supports to those in the most urgent of situations. Over the last 4 years, our agency is nearly 40% larger in its overall service capacity operating a \$7.2 million dollar operation.

This commitment to offer supports to those in need comes with its challenges, but we are committed to the ideals of community living and inclusion. With expansion comes a need to reflect on efficiencies, succession planning and the overall structure of the operational side of a growth in a very vibrant agency. One of the ways to be more efficient is to invest in technology. After several reviews of product software and suitability, we have purchased new scheduling and financial software that will assist in automation of scheduling and payroll management for staff. It takes time to implement, but we are well on our way.

Further, we engaged Tom Little from CMCS Consulting Services to assist in this process. As a result, we have restructured management and support staff within the agency. Frontline staff are advancing to management positions and we welcomed Holly Tennian as my Executive Assistant and Shelby Roy, our new Human Resource Assistant.

We work deliberately towards our goal of creating inclusive housing options. We have received funding from MCSS towards a two-year Modernization Grant as we move forward with this outcome.

We will be focusing on our strategic plan commitments to reduce our ownership and operations of housing stock and work with partners, landlords and entrepreneurs to find suitable community housing.

EXECUTIVE DIRECTOR'S REPORT

In late April, our home on Moffat Street suffered severe land erosion due to flooding. The tenants of the home were evacuated, and as of now, will not be returning to that home. We secured temporary housing and are working with the Ministry submitting a business case to find alternative and suitable future housing.

I am also pleased to share that our agency has been working with Petawawa Seniors Affordable Housing and has signed a 10-year term dedicated towards two apartments supporting three individuals to relocate in early 2018.

At last year's AGM, we provided our then-MCSS program supervisor Rick McInnes with a retirement gift and in the fall, we met our new MCSS program supervisor Carole Gagne Ince. Carole has maintained a high level of support for our work and future plans.

The Ministry clearly sees our work as innovative, providing that of high quality and of one that is netting results for those we support. Earlier this summer, we were asked to share our strategies and successful initiatives around public relations and our work towards developing successful housing alternatives to the group home models. In August, we presented this to the Acting Assistant Deputy Minister and four other senior Developmental Services management team members.



Our agency is taking a very active role in helping the Council on Quality and Leadership (CQL) reenergize its commitment in Canada. We have had several productive meetings and I am pleased to share we now have a Canadian CQL website. CQL have attended two of our provincial conferences and have appointed a dedicated Canadian support staff to assist. They too are looking at succession planning in Canada and have invested in two new consultants who will offer training in Canada.

I am also excited to share with you that our agency was awarded two Community Living Ontario Awards: the Media Award in recognition of our 30 Days of Inclusion campaign, as well as the James Montgomerie Award, which addresses our focus and commitment on inclusion and individual autonomy. These awards were presented at the Community Living Ontario Conference earlier this month.

EXECUTIVE DIRECTOR'S REPORT

Tina Williams and I have also been invited to speak at CQL's "Blueprint for Quality" conference next month in Indianapolis, IN. We will be speaking on building relationships and partnerships, transitioning from traditional approaches and community development and how that impacts a good quality of life as citizens for people with disabilities.

As the Executive Director, I must acknowledge the Board for their steadfast commitment to the ideals of our vision and mission. The work they have done over the last few years has been a key ingredient to our collective success. I would like to thank Elaine Clouthier, Jane Dougherty and Christine Reavie for their many years of dedication, contributions and leadership on our Board of Directors.



This agency must remain vigilant and help others to shift to a more inclusive mandate. We have an important role to play in leading that courageous conversation. That is one of this agency's cultural contributions to the sector. As you review this report, be reminded of our work together and our continued efforts to ensure that the quality of life for people is enriched and enhanced within their community. Remember – together is better and #we'reallin!

Sincerely,

Chris Grayson
Executive Director

NOMINATIONS REPORT

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

We thank the following directors who are retiring from the Board for their tireless work to help to help make decisions on behalf of Community Living Upper Ottawa Valley; Elaine Clouthier, Jane Dougherty and Christine Reavie.

We currently have six (6) vacancies and the Nominations Committee is proposing the following slate:

1. Bob Smith
2. Colleen Whittier
3. Elaine Neigel

The following directors remain in office:

1. Holly Woermke
2. Shelley O'Malley
3. Dave Marcus
4. Laura Mayo
5. Keith Rae
6. Megan Evans

We are also looking to welcome a francophone member and encourage any interested community members to consider joining our Board for the 2017-18 year.



Shelley O'Malley
Chair, Nominations Committee

QUALITY ENHANCEMENT REPORT

Committee members: Tina Williams (chair), Chris Grayson, Ashley Leedham, Gerry Mansveld, Shelley O'Malley, Keith Rae, Kim Rennick, Bev Robichaud, Collen Whittier, Holly Woermke, Kristy Phinney

As a team, a developmental service agency and community, we've had many accomplishments and successes to be proud of. Our little agency isn't so little anymore and our presence has grown in the surrounding area, and across the province. We are the only Canadian agency to be accredited with excellence through CQL, and just one of six in the world, and that speaks volume. Community Living Upper Ottawa Valley is a frontrunner in our field and our commitment to quality, responsiveness, leadership and change is stronger than ever. Let's review some of the accomplishments over this past year and our ongoing commitment to our strategic plan.

Our agency has grown and continues to evolve with change. For example, our family home program is now LifeShare, and our new MCSS supervisor has implemented increased monitoring and ensure ministry compliance. Our trillium grant wrapped up in April; we now have three reliable interviewers, 2 who are also in-house personal outcomes trainers. We received a 2-year employment and modernization grant of \$121,000 to facilitate training of staff within the agency and augment staffing hours to focus on making community environments more inclusive and successful. This grant also supports new partnerships with property owners and municipalities to create accessible and affordable housing for seniors and people with developmental disabilities.



We continue to focus on creative housing and individualized support structures. In July, several members of the staff and management team went on a residential road trip to Community Living St. Marys and South East Grey Support Services to see how other agencies favour the “individualized approach” to provide people with safe, secure and affordable housing options.

QUALITY ENHANCEMENT REPORT

In addition to growth, we welcomed a new HR assistant to help with training, staff support and recruitment. We have implemented strategies to enhance our entry level success and orientation process to include feedback to and from mentors. Also focusing on heightened communication, expectations with updated site specific training packages and a more consistent approaches amongst teams. Our agency also completed a successful compliance review in December 2016.

The Quality Enhancement Committee is committed to reviewing what the agency is doing as a whole such as basic assurances, incident report management, along with allegation and service complaint resolution. We focus on our strengths, and where we can improve. Reviewing both our commitments made through our accreditation and within our strategic plan, we will continue to strive to always improve and provide the best services possible.



COMMUNITY DEVELOPMENT REPORT

Committee Members: Chris Grayson, Louise Hermitte, Melissa Hoffman, Jennifer Layman, Laura Mayo, Bob Smith, Carol Ripley, Dillon Watts, Tina Williams, Holly Woermke

This committee felt an exciting and encouraging kick off following the 2016 AGM and accreditation celebration in September 2016. The committee welcomed 4 new members, including staff Dillon Watts and Holly Tennian, Jennifer Layman (Forward Thinking) and Louise Hermitte (SpeedPro Signs).

In February 2017, we hosted both in-house and community workshops with David Pitonyak, focusing on positive approaches to difficult behaviors, and really listening to what people are trying to say. Both conferences were well attended and enjoyed by all.

Another successful Box of Possibilities Lunch was held at the end of April as a kick off to Community Living Month. This event always brings out many volunteers, staff and community members assisting in all aspects of this enormous deli lunch event.



The committee decided to revamp its efforts to utilize all media outlets with intentional marketing to bring awareness to the Speakers Bureau, our Facebook page, website, radio and newspapers. The Speakers Bureau has thus increased their presentations throughout the Ottawa Valley; published articles featured in the local Health Matters magazine, revamped our InTouch newsletter, and ran a successful “31 Days of Inclusion” campaign.

Our “31 Days of Inclusion” campaign was a unique and locally inspired idea to share 31 stories of inclusion on our Facebook page. These daily stories focused on the lives of many people we support actively engaged through a business, event, or individual(s) throughout the community. This unique community awareness initiative invited numerous comments and shares to our Facebook page, catching the attention of other Community Living agencies across the province. As a result, our agency has been awarded the 2017 Social Media Award in September 2017 at the Annual Conference of Community Living Ontario.

Many thanks to our committee members for their active participation and involvement in promoting community awareness of our agency and helping to promote the quality of life to all those we support.

EXECUTIVE AWARD RECIPIENT

It is our pleasure to announce that Mulvihill Drug Mart is our chosen recipient of the 2017 Executive Award. Mulvihill Drug Mart has been a supportive and engaging community partner to Community Living Upper Ottawa Valley for many years. They have gone above and beyond in many ways – from graciously donating radio spots on myFM each year so that we could share important messages of inclusion to ensuring that the people we support living on their own have first aid supplies available in their homes. The pharmacists are caring and patient, always providing wonderful service to their customers.

While people have their own preference for pharmacies and have had success at various places throughout the county, many can agree that Mulvihill pharmacy staff often go above and beyond to monitor the health and wellbeing of their customers. Mulvihill's is a recognized partner throughout the Ottawa Valley and we are proud to present this award to a pharmacy that strongly demonstrates its role in health care.

One staff noted that Mulvihill's is *"very helpful every time we call them with questions/concerns. They are always very friendly and very patient with us."* Another shared *"we continue to support individual's to use Mulvihill's due to the enhanced knowledge the pharmacists offer to individuals which might get missed if we were using a big box pharmacy."*



"The working relationship that CLUOV has with the staff at Mulvihill Drug Mart is immeasurable. The pharmacists have a thorough understanding of the medication histories of the people we support; often providing us with information in regards to contraindications of certain medications."



**Thank you Mulvihill staff
and congratulations!**

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.

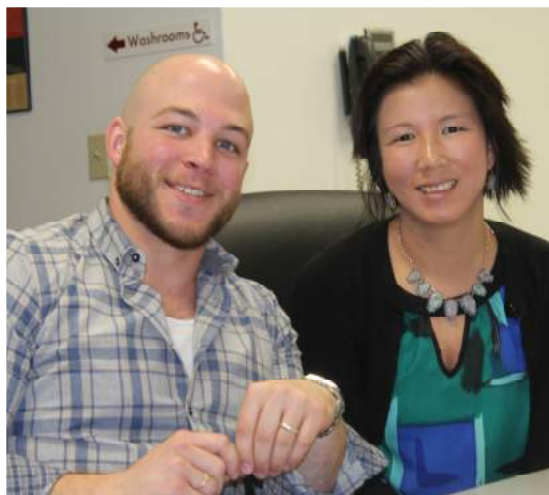
ANNUAL HIGHLIGHTS 2016-17



ANNUAL HIGHLIGHTS 2016-17



ANNUAL HIGHLIGHTS 2016-17



1958-2018

*Community Living Upper Ottawa Valley
Celebrates its 60th Anniversary Next Year!*



*Help us plan our 60th Anniversary
Celebration! Please let
Holly Tennian know if you wish to join
CLUOV's 60th Anniversary subcommittee.
All are welcome!*