COMMUNITY LIVING
Upper Ottawa Valley
Inspiring Possibilities

ANNUAL REPORT





2024



CREATING OPPORTUNITIES, STRENGTHENING COMMUNITIES

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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.

MISSION

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.

GUIDING PRINCIPLES

Respect and Dignity

"Respect is more than the absence of negative comments or actions. Respect is demonstrated in how we interact with people. Interactions that promote respect do not draw undue attention to a person's disability, diagnosis or condition. We refer to people as people, without the additional description of a disability, diagnosis or condition, or their role in the service delivery system. Rather than promoting the potentially stigmatizing nature of these terms, we are one "people," joined by our humanness, not separated by our differences." (CQL)

Supports

Supports emphasize and capitalize on people's capabilities and are provided in the greater community, not segregated settings. Respect means listening and responding to people's needs with the same promptness and urgency that anyone would expect. Organizations listen to people and respond respectfully. People are positively regarded and all our interactions with them reflect respect.

Service Excellence

Service Excellence speaks to the importance of achieving and maintaining the highest standards of performance in the delivery of person-centered services through continuous evaluation and reflection within a culture of continuous learning and the development of innovative practices. Service excellence requires that attention is paid to both our processes and desired outcomes through self, team and agency- wide evaluation of our work through the lens of our Core values, our Mission and our Vision statements and that ensure dignity and respect and promote citizenship for all people being supported.

Teamwork

Teamwork is at the center of everything we undertake. In order to have a meaningful impact in all aspects of our work it is necessary to maintain clear communication, to honour commitments, to have high expectations and to serve one another with the highest levels of mutual accountability.

Wellness

Wellness means more than the ensuring avoidance of harm. Wellness begins with a genuine belief in inclusiveness through which our emotional, physical and psychological needs are recognized and nurtured. Safety enables each of us to live, work and spend time in settings that meet our needs while enabling each of us to grow, connect and learn with a consideration of the dignity of risk.

ANNUAL GENERAL MEETING

AGENDA

COMMUNITY LIVING UPPER OTTAWA VALLEY

September 25th, 2024
6:30pm
Clarion Hotel and Conference Centre Pembroke

1. Call Meeting to Order and Welcome
2. Board Chair's Remarks
3. Executive Director's Remarks
4. Review and Approval of 2023 AGM Minutes
5. Reports of Finances and Auditors
6. Appointment of Auditors for 2024-2025
7. Appointment of Board of Directors
8. Adjournment of Business Session
9. Remarks brought by Karla Hough on behalf of the Ministry of Children, Community and Social Services
10. Remarks brought by Marcel St. Jean, on behalf of Community Living Ontario
11. Film Feature: Kirby's House

2023 CLUOV AGM
MINUTES

October 25, 2023 6:30pm
Clarion Hotel and Conference Centre Pembroke

1. Call to Order & Welcome
Elaine Neigel introduced herself as chair for the evening. She welcomed everyone and called the 65th Annual General Meeting of Community Living Upper Ottawa Valley (CLUOV) to order at 6:43 pm.

2. Approval of the Minutes of the 2023 Annual General Meeting
(MOTION made by O. Fraser, 2nd by L.Cobb)
Carried

3. Executive Director's Remarks
Tina Williams, Executive Director thanked everyone for attending the AGM. Tina gave cheers to great health, good friends, good times and reconnections. Expressed that this has been a year of moving forward and celebrating. Removing restrictions and making goals accessible to those we support. Recruitment, retention and building strength is our employees through POM, core competencies and ongoing training. Setting expectations through review of job descriptions and policies. Tina shared news about the end of the Bee Successful employment program due to funding changes and the affects this has on many in our community. Tina shared successes such as; the annual golf tournament raising more than $11,000, and the premier of the documentary "Never Forgotten, Never Again" and how we were able to honor those who lived in institutions and share their stories.

4. President's Report
Elaine Neigel spoke to her President's report speaking to the importance of decision making. Re- establishing our approaches and goals, encompassing the mantra of "Nothing about me, without me" and how to stay true to this. She shared a huge thank you to all the employees of CLUOV for their ongoing hard work.

5. Presentation of Financial and Auditor's Report
Olivia Fraser spoke to the Financial report sharing that there were 10.7 million dollars revenue and our overall expenses were just under this amount – leaving a $15000 surplus. There were additional funds from a bequest of $60000, and the raised funds from the annual golf tournament. The 2022/23 financial audit was completed by Welch LLP.

2023 AGM MINUTES CONTINUED

6. Appointment of Auditors for 2023/24
(MOTION made by A. Lacelle, 2nd by E. Neigel)
Carried

7. Election of Board of Directors
Elaine then presented the following directors for the 2023/2024 year:

- Olivia Fraser – Chair
- Liz Cobb – Vice Chair
- Anna Lacelle – Secretary
- Andrew Palubiskie – Treasurer
- Welcome of new Board member – Ryan Parcher

8. Adjournment of Business Section
(MOTION made by E. Neigel, 2nd by A. Lacelle)
That the business portion of the annual general meeting be adjourned at 7:03 pm.
Carried

9. Presentations
Tina Williams spoke about this year's focus being on the people we support and sharing their stories. Presentations were completed as follows:

- Ryan Parcher with assistance from Jennifer Hawes
- Bruce Mainprize and Chris Ryan with assistance from Tyler Reid
- Karen Poelzer and Jacqueline Kelusky with assistance from Jannie Porteous
- Darcy Ron Smetaniuk with assistance from Ashley Leedham
- John Forrest with long time family home providers Les and Gloria, and Support from Nakia Ouellette – There was an interpreter present to assist with presentation.

10. Adjournment of Meeting
The Annual General Meeting concluded at 7:56 pm.

Thank you to all who attended the AGM, and supported our organization throughout the year!

EXECUTIVE DIRECTOR'S *REPORT*

Welcome to our Annual General Meeting in our 66th year of operation as an Agency. We are excited to be celebrating this evening with representatives from our Ministry and Community Living Ontario.

As this year flies by, we are celebrating many partnerships and accomplishments. A signed agreement with the County of Renfrew will ensure rent geared to income options will be available through 2 new units over the next 15 years. We are meeting monthly with hospital administrators to develop practices that will support best practices, professionalism, and sharing of information between organizations. We have a standing meeting with Leo Vecchoinne to assist us in developing strategies with those we support who are currently struggling.

We continue to sit on the Ottawa Valley Ontario Health team and will be assisting to coordinate a community event at the end of October. We also have representation at Advisory committees at Algonquin College, and the renewed agreement with the Catholic school board means that several students will have opportunity for work experience that is reflected through their learning goals. Our agency took part in coordinating a Leadership exchange breakfast for the county, a Learning exchange conference in Toronto, and presented at the Community Living Ontario conference.

We were able to ratify a new Collective Bargaining agreement with our union in 2024 and have made commitments to enhancing our workplace culture. Such commitments include staff appreciation events, AllStaff meetings, joint messaging from the Labour Management committee, the JH&S BBQ, conference participation and staff development investments such as increasing salaries and benefits. This year our team-building Sip Stirs event was a huge success, and we hope to hold additional similar events in the future!

Those we support continue to celebrate moves to new homes this fall. Our community has been so responsive and supportive to our housing needs. Usage of Passport dollars is increasing, allowing for people to attend community theatre, sporting and recreational events. Currently, more than 50% of people supported are hitting their senior years. In response, our support teams are learning about, and developing expertise in age-related health issues.

ODSP increased this summer in line with this year's inflation, but unfortunately, this still leaves all well below the poverty line and often unable to afford even the cheapest of rent. Some are accessing community resources, supplements and our fundraised dollars to afford basic needs including groceries. We support many through our Outcomes fund and can apply for funding through County managed accounts.

In 2024 Community Living Ontario led an amazing campaign to draw attention to the need for an increase to base budgets for support agencies. I was able to represent #5tosurvive on the CTV morning news and we will continue to champion shared needs across the province. We did see a 3% increase to our base budget in 2024 that will lend to maintaining current services and supports. It will not, however, support growth and development or the renewal of much needed training. We look forward to engaging in the shared campaign announced last week at the Community Living Ontario conference. The campaign recognizes the reality that so many families are experiencing as they continue to sit on waitlists rather than receive services. Watch for more to come with #waitingtobelong

In preparation for Journey to Belonging, our Board has made the commitment to work with Community Living Renfrew County South and Madawaska Valley Association for Community Living, as well as consult with Rainmaker Solutions. We are looking to align our services within the county as we explore the potential for efficiencies, address ever growing human resource needs, and forecast for significant changes in leadership.

Our Strategic Plan continues to be at the forefront of decisions and process development. We undertook significant policy review and development in 2024. The new regulations under the Ontario Not For Profit Corporations act come into effect this fall, and next year we plan to be responsive to the Broader Public sector act.

Without the continued support of our leadership team, our brave and diverse board of directors, the commitments and time and effort given by our direct support staff, and our admin teams, we would not have been able to accomplish so much.

Thank you all for representing the values and vision of this organization so well!

Tina Williams







BOARD PRESIDENT *REPORT*

As we gather for our Annual General Meeting, I want to take a moment to reflect on the achievements and progress of Community Living Upper Ottawa Valley (CLUOV) over the past year. Our mission to support individuals with developmental disabilities in leading fulfilling lives is at the heart of all our initiatives, and I am proud of what we've accomplished together.

This past year has been marked by the resilience and dedication of our staff, volunteers, and the families we serve. We have continued to expand our programs and services to enhance the quality of life for those in our community.

We remain committed to person-centered approaches, ensuring that the voices and choices of individuals guide all aspects of our services. Our team has worked hard to implement tailored support strategies that empower people to reach their goals.

Our community outreach efforts have been strengthened, resulting in new partnerships that have opened doors for the people we support. We hosted several community events that fostered inclusion, awareness, and support for individuals with developmental disabilities. We have continued to advocate for the rights and needs of individuals with developmental disabilities. Our advocacy efforts have raised awareness around important issues affecting our community, helping to break down barriers and promote understanding.

While we celebrate our accomplishments, we must also acknowledge the challenges we face. The demand for services continues to grow, and we must remain proactive in seeking resources and support. Challenges such as staffing shortages and funding limitations are being addressed through targeted recruitment strategies and ongoing relationship-building with government and private sector partners.

As we look to the future, our focus will remain on enhancing our services and advocating for the individuals we support. We plan to explore innovative programs that align with community needs and trends. Engaging our stakeholders, including families, individuals, and community partners, will be essential as we navigate this journey together.

I would like to extend my deepest gratitude to our incredible staff, volunteers, board members, and community partners. Your dedication and passion have made a difference in the lives of so many. A special thank you to the families who entrust their loved ones to us, as your support is invaluable.

In closing, I want to reiterate my pride in our organization and the work we do every day. Together, we are making strides toward a more inclusive society where individuals with developmental disabilities can thrive. I look forward to another successful year ahead and to working alongside each of you as we continue this important mission.
Thank you for your continued support!

Olivia Fraser

INCLUSION AMBASSADORS REPORT

The Inclusion Ambassadors are a team of self-advocates whose goal is to create awareness about people with disabilities and promote inclusion within the community. The past 12 months have been a time of transition for the Inclusion Ambassadors. They have carefully and purposefully selected a new name for their team that accurately captures the scope of the work they do. Having been previously called the Speakers' Bureau, the team refined their purpose, goals and identity, and rebranded themselves as the Inclusion Ambassadors. They have also worked on choosing a new logo!

The Inclusion Ambassadors are involved in the hiring and orientation process at CLUOV, where they deliver presentations and guidance to new employees. At their own monthly meetings, the members have been exploring other avenues to engage in advocacy, such as writing letters to both the local newspaper and members of parliament, as well as connecting with other advocacy groups.

Maintaining and building new community relationships has been another one of the team's focuses this year. The Inclusion Ambassadors have continued to volunteer within their community, attending job fairs and shaping the minds of 1st year Algonquin college students. In partnership with the Pembroke Library, they also had the opportunity to lead a presentation called "Walk a Mile in My Shoes". It focused on the lived experience of disability and emphasized inclusion. Further, the Inclusion Ambassadors participated in the Pembroke Santa Clause parade!

Members have spoken at church groups, local town hall meetings and recently, the team hosted their very first community art show themed around inclusion. This event allowed people supported, staff and community members in creating art together while spreading awareness about disability and inclusion.

The Inclusion Ambassadors have been very busy at work this past year spreading their message of inclusion and trying to affect change in their community one step at a time. In addition to community engagement and on a more personal level, the Inclusion Ambassadors also provides opportunity for individuals with intellectual disabilities to work on building self-confidence, foster their interpersonal relationships, learn new skills and grow together.

If you would like to learn more about the Inclusion Ambassadors, the work we do, or how to get involved, please check out the Inclusion Ambassadors member profiles featured on the CLUOV website!

Deanna Burns

QUALITY ENHANCEMENT
REPORT

It is so hard to believe that it has been one year since I wrote my first report as Quality Enhancement Manager. Community Living Upper Ottawa Valley (CLUOV) has not slowed down to advance in our quality service. The Quality Enhancement Committee reconvenes this week after a well deserved summer break. This committee has reviewed organizational data, looked at strategic directions, and enhancing employee engagement through positive messaging and education. We completed an organizational survey for those we support and family members regarding service and support satisfaction and received favorable feedback, and opportunity to look at where we can improve.

We recently closed our summer challenge to improve our basic assurances. This was a competition between teams and every team made significant strides to contribute. As of September first our basic assurance data was at 92.5% accuracy organization wide. Regular communication and messaging has been an important aspect to overall growth. Focus on sharing information regularly about processes, policies, resources and expectations.

We continue to be 100% up to date with our Rights Restriction Committee and meeting with those we support who have restrictions in place. Processes for this committee have been updated to ensure a more uniformed approach to completion and accuracy. Response letters have been updated to plain language and some utilize pictures to assist with understanding and being transparent with those attending meetings.

We continue to work through community involvement, participation and various partnerships. Our contract with the Renfrew County Catholic District School board is in full gear with four students ready to start placements this semester.

We continue to update and introduce practices and internal procedures to strive towards compliance. Our orientation to new employees speaks to Developmental Service language and acronyms such as; DSO (Developmental Services Ontario), MCCSS (Ministry of Children Community and Social Services, QAM (Quality Assurance Measures) and Compliance, showing the indicator list for our sector. This piece is an important part to understanding the pieces of our supports that cannot waiver. Also ensuring focus on Respect, Dignity, choice and Individualized supports.

COVID still plays a part in our organizational expectations and we continue to follow orders and use risk mitigation to ensure our employees safety along with those we support. We have invested in new training opportunities for all staff. We have improved our tracking for controlled acts training to incorporate monthly review and assignment and quarterly auditing. This ensures accurate team training and cost savings.

Our goal is to never stay stagnant, to always find ways to grow, improve and be open to change. I can honestly say CLUOV encompasses this, and even with setbacks we always move forward.

Ashley Leedham

A TRIBUTE TO NOREENE ADAM



Noreene Adam was a dedicated and compassionate figure within CLUOV, whose impact will be remembered by all those who had the privilege of working with her. She spent many years as a member of Community Living Ontario's Board of Directors, where she fiercely advocated for the rights of people with intellectual disabilities. Noreene worked tirelessly to shape policy and drive conversations around inclusion and community development, making her a powerful voice for change in the sector. Her commitment to her work and her caring nature, touched the lives of many. Her legacy is one of kindness, advocacy, and a deep dedication to supporting everyone in reaching their fullest potential.

Noreene's contributions will continue to echo across the sector for years to come, leaving an enduring mark on the future of inclusive communities!

THE TRAILBLAZER AWARD

Community Living Ontario's Trailblazer Award honors individuals who have made significant strides in advancing the rights of people with intellectual disabilities.

Noreene Adam was posthumously recognized with this award for her decades of dedicated advocacy and leadership, which significantly shaped policy and fostered community inclusion.

Her son, Kirby Adam, accepted the award at the Community Living Ontario conference, celebrating her enduring legacy and the continued influence of her work.



SPECIAL FEATURE

KIRBY'S HOUSE



At CLUOV, we are excited to support Kirby Adam as he is featured in the debut of the short film, **Kirby's House**.

This film highlights Kirby's remarkable life journey towards achieving his goal of living in his own home. It captures his vibrant spirit, determination and perseverance in the face of adversity.

We are proud to stand behind Kirby and celebrate his inspiring story through film!

CELEBRATING

MILESTONES

Each year, CLUOV recognizes and celebrates the amazing contributions of our staff through their milestone years. This year, we celebrated 10 employees!

5 Years:
Madison Samms, Amanda Duhaime, Candice Palubiski, April Saffery

10 Years:
Roxanne Pilon, Natasha Brennan

15 Years:
Karen Brown, Chantal Brumm, Tanner Schimmens, Megan Fuisz










MVACL
Madawaska Valley
Association for
Community Living












EXIT


Doritos




24


Within 9 Metres


DEXTER


Home


MICKEY & MINNIE


COMMUNITY LIVING
BURNING B
TAKES EF
APRIL