



COMMUNITY LIVING

Upper Ottawa Valley



*Inspiring Possibilities*

# ANNUAL REPORT

# 2020-21



# Table of Contents

1.	Vision, Mission and Principles.....	Page 4
2.	Our Numbers Make An Impact.....	Page 5
3.	Annual General Meeting: Agenda.....	Page 7
4.	2020 Annual General Meeting Minutes.....	Pages 8-9
5.	Executive Director Report.....	Pages 10-11
6.	Guest Speaker, Chris Beesley.....	Page 11
7.	Board President Report.....	Pages 12-13
8.	Board Nominations Report.....	Page 14
9.	Community Development Report.....	Page 15
10.	Quality Enhancement Report.....	Page 16
11.	Executive Award Recipients.....	Page 17
12.	BeeSuccessful Report.....	Page 18
13.	Speakers' Bureau Report.....	Pages 18-19
14.	Staff Recognitions.....	Pages 20-21
15.	Annual Highlights.....	Pages 22-23



# 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:

**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”**



# *Our Numbers Make An Impact*

**3668**

Hours of support provided weekly by CLUOV staff.

**156**

People supported by CLUOV staff.

**133**

Staff currently employed with CLUOV.

**46**

Local businesses employing people with intellectual disabilities in connection with the BEE Successful program.

**20**

New staff hired in 2021.

**9**

Current positions held on our Board of Directors.

**7**

Properties owned by CLUOV (down from 11).

# AGM 2021

## ANNUAL GENERAL MEETING

**Wednesday, September 22**

The public is invited to an AGM  
and a movie at the Skylight Drive-In.

**7:00pm - 7:30pm - AGM and Staff Awards**

Guest Speaker: Chris Beesley from Community Living Ontario

**Movie at Dusk: Free Guy featuring Ryan Reynolds**

**FREE ADMISSION FOR EVERYONE!**

Canteen will be open for purchases.  
Masks are required in the canteen and washrooms. COVID-19 protocols in place.

**COMMUNITY LIVING**  
Upper Ottawa Valley



*Inspiring Possibilities*

[www.cluov.ca](http://www.cluov.ca) | [www.facebook.com/cluov](https://www.facebook.com/cluov)

# Annual General Meeting: Agenda

## Community Living Upper Ottawa Valley **63rd** ANNUAL GENERAL MEETING

*Wednesday, 22 September 2021*

*7:00 pm*

*The Skylight Drive In, Pembroke*

1. Call Meeting to Order & Welcome
2. Review & Approval of Minutes: 2020 Annual General Meeting
3. Financial Report and Report of Auditors (attached in package)
4. Appointment of Auditors for 2021-22
5. Election of Board Directors
6. Adjournment of Business Session
7. Executive Director's Remarks (Tina Williams)
8. Board President's Remarks (Elaine Neigel)
9. Staff Recognition
10. Executive Awards
11. Adjournment

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

# 2020 AGM Minutes

## 62nd ANNUAL GENERAL MEETING MEETING MINUTES

WEDNESDAY, 23 SEPTEMBER 2020, 7:00 PM

1. **Call to Order & Welcome**

Holly Woermke introduced herself as chair for the evening. She welcomed everyone and called the 62nd Annual General Meeting of Community Living Upper Ottawa Valley (CLUOV) to order at 7:03 pm.

2. **Approval of Minutes of the 2019 Annual General Meeting**

**Motion #1**

It was moved by Laura Mayo and seconded by Keith Rae that the minutes of the 2019 Annual General Meeting held on Thurs, 26 September 2019 be accepted as distributed.

**Carried**

3. **President's Report**

Elaine Neigel spoke to her report, touching on various accomplishments CLUOV had achieved over the past year and thanking staff for their dedication through the COVID-19 pandemic.

4. **Executive Director's Report**

Tina Williams thanked everyone for attending the AGM, and spoke to the values, strategic directions and core values of CLUOV. She shared appreciation for how staff have worked tirelessly to ensure people were looked after, despite challenges and restrictions that the pandemic through our way. Tina also spoke to the accomplishments of CLUOV over the past year, highlighting moves, growth and partnerships.

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

The 2019-20 audited financial statements were included in the annual report package. The financial statements were approved at the Board of Director's August 28, 2020 meeting.

6. **Appointment of Auditor's for 2018/19**

**Motion #2**

It was moved by Laura Mayo and seconded by Leigh Costello that Welch LLP be appointed as Community Living's auditors for the fiscal year 2020-21.

# 2020 AGM Minutes

## 7. Election of Board of Directors

Elaine shared that Colleen Whittier will be retiring from the Board of Directors after nine years of service. Elaine spoke to Colleen's role and participation while serving on the Board and thanked her for her dedication and volunteerism.

Elaine then presented the nomination report, with the following directors remaining on the Board of Directors for the 2020-21 year:

Elaine Neigel  
Avery Munro  
Laura Mayo  
Matthew Conway  
Leigh Costello  
Keith Rae

### **Motion #3**

It was moved by Laura Mayo and seconded by Leigh Costello that the slate be accepted as presented.

### **Carried**

## 8. Adjournment of Business Session

### **Motion #4**

It was moved by Megan Evans that the business portion of the Annual General Meeting be adjourned at 7:38 pm.

### **Carried**

## 9. Staff Recognition Awards

A video was shown to attendees recognizing the staff who have achieved a milestone in their years of service this year.

## 10. Adjournment of Meeting

The Annual General meeting concluded at 7:48 pm.

# Executive Director's Report

Welcome to our 63rd year as an association and our Annual General Meeting. We are excited to share a fun filled evening with you and to recognize the strength of our board, staff and those we support who have weathered through this last year, finding creative and responsive ways to maintain a quality of life. It is great to see so many familiar faces and to greet everyone face to face (or through a windshield!)

While at times this year seemed to stand still while waiting for COVID updates, news of vaccines and relaxing restrictions, and moving through stages of reopening, it is hard to believe that we are in our first day of fall of 2021. Marking the time, with events like this, help us take stock and recognize those around us who are doing important work and reaching special milestones.



This year has us looking ahead to using technology upgrades and advancements to ease pressures, reducing our reliance on paper; getting back to basics in supporting relationships and community engagements, jobs, volunteer opportunities, and all the connections that add the most to our quality of life; getting back to regular health check ups and monitoring of wellbeing; and perhaps most importantly recognizing the toll that COVID has taken on us, so that we move forward with tolerance, empathy and hope.

Fall 2021 will bring a new focus on Strategic Planning. We'll be building upon the strengths of our Board of Directors as well as within our Staff Teams. We are making commitments to continued learning and building expertise within our agency; supporting initiatives including those interests of the Speaker's Bureau and priorities of those we support and their families.

We have recently welcomed five new people to residential services, both by working with the Ministry to fill vacancies and through the careful use of new funding. In addition to new faces this year, others have moved, reconnected with family and friends, enjoyed summer vacations, recovered from surgeries, celebrated anniversaries and accomplished important milestones. Our staff have been instrumental in capturing these events by creating safe spaces to celebrate these accomplishments.

As is with almost every sector currently, we are competing for staff. Recruitment and retention is therefore at the forefront of our focus and decisions, and we are looking at new and creative ways to entice. This has been our Summer of Surveys, and we are harnessing the collective insights and experience of our staff and the folks we support, to help us better understand and address both existing and changing needs within the organization and move forward progressively.

We've hired a new HR Assistant, Administrative Assistant, Executive Assistant and HR Manager, as well as filled a new Supervisor position and several Community Support Worker positions. Each bring new experience and knowledge to the team as many members advance in their careers and others retire.

# *Executive Director's Report*

Our team recorded radio ads on recruitment and developed focused social media hiring campaigns. We are trying to share the voice and face of who represents Community Living Upper Ottawa Valley in various ways. Many people we support are represented through our 31 days of Inclusion. We are working with a film director to create a recruitment-focused video that will be used across Lanark and Renfrew counties and will be specific to the developmental services sector.

In efforts to continually develop our staff, we encourage educational opportunities, and have supported several staff to engage in post-secondary opportunities. We are also partnered with the Ministry of College and University programs to support DSW enrollment.

As we continue to grow, we keep a constant and vigilant eye on existing liabilities and ensure the focus is on healthy financial practices and responsible oversight. In our growth, we continue to be fortunate, even during these challenging times. All people supported through our agency have housing in a time when real estate is in high demand in our area and competition is fierce. This is, without a doubt, due to our dedicated staff and to community partners who champion safe, affordable and accessible housing. We are excited to show our appreciation to many of those partners tonight, by celebrating our Executive Award recipients.

Reflecting on last year's AGM report, our team and partners can be proud that we have stayed true to our priorities; that choice and autonomy are explored in the context of opportunity, and a multitude of experiences that inform decisions. Also, that safety need not sacrifice our dignity nor solely define quality of life. It has been vital for CLUOV to rely on our shared values to map our path forward. We vow to continually encourage, measure and monitor outcomes, set the highest standards for support, and celebrate the achievements of those we support. We will be creative and brave, accountable and inquisitive, considerate and engaging; and always know that 'together we are better'.



## *Guest Speaker, Chris Beesley*

Chris Beesley has been the CEO of Community Living Ontario since June of 2013 and lives in Toronto with his wife Lori and their two children: Mitchell and Erin.

As parents, Chris and his wife have spent over 20 years engaging with doctors, daycares, the school board, the government, Developmental Services Ontario and Passport, to name but a few. This lived experience has taught him a few things about advocacy, the value of all people and the resiliency of families.

In his role as CEO, Chris works with families, people with intellectual disabilities, the provincial and federal governments, local Community Living associations, other provincial disability organizations, and the Canadian Association for Community Living to develop strategies that will help make Ontario a better place to live for people who have intellectual disabilities and their families.

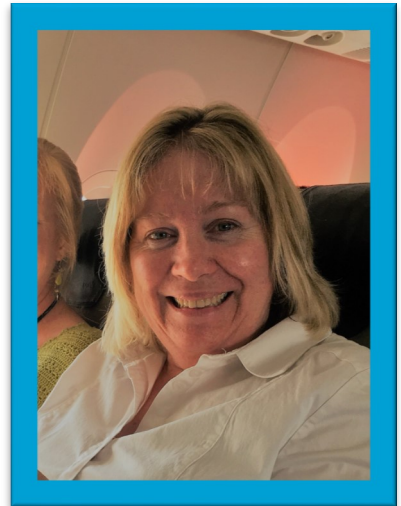


# Board President Report

Good Evening Everyone and thank you for attending Community Living Upper Ottawa Valley's 2021 Annual General Meeting.

A beachgoer on the shore throwing one of the many starfish stranded on shore into the sea is questioned by a passerby; "what does it matter, you'll never get them all." Well, said the man, "it matters to this one!"

At Community Living Upper Ottawa Valley, staff members live by the words, "it matters to this person". No matter their assignment, each person works with the purpose of enriching the lives of the people they support. With the assistance and encouragement of Community Living staff, people supported seek to achieve their personal aspirations and goals with dignity and autonomy serving as guiding principles. Living in a time of restrictions has placed significant obstacles in the paths of people supported. Although necessary adherence to the Congregate Care Act has led to isolation for many people supported significantly curtailing activities, visitors, outings and employment, creative and innovative ideas have emerged, facilitating contact and providing some relief from pandemic constraints. For now, the current relaxation of some congregate care guidelines is allowing people supported to renew connections and enjoy an enhanced quality of life once again.



There is nothing like a home of your own. We all want a home of our choosing and this wish is no different for people with intellectual disabilities. Yet 30,000 Canadians with intellectual disabilities find themselves living in nursing homes, rehabilitation centers, and group homes. Three thousand of those people are younger Canadians who have been inappropriately placed in long term care settings and who should have the choice, to decide for themselves where and with whom they would like to live. Community Living Upper Ottawa Valley can be proud of its progress this year which mirrors in both vision and action, world renowned platforms such as the United Nations Convention on the Rights of Persons with Disabilities.

With an election on the horizon, Inclusion Canada has created a document entitled, "A Pathway to Inclusive Recovery. What is termed a "good" salary in Canada continues to be a rarity for people with intellectual disabilities. That three out of four people with an intellectual disability live below the poverty line is an unacceptable reality and tells us without a doubt, that we have more work to do. Employment is part of an ordinary and dignified life. In the years ahead, we must continue to press for authentic work with opportunities for advancement, a livable income and accessible benefits for people with intellectual disabilities that afford them every opportunity and dignity offered by the world of work.

This year the Board of Directors has been grateful for many things. Board meetings have provided us with a chance to gain a deeper understanding of Community Living Upper Ottawa



# Board President Report

Valley, its many contributions, mandates and goals. A sincere thank you to the Executive Director, Tina Williams and to all staff who have taken their time to knowledgeably field our questions, and bring their work and mission into clearer view for us. It has been a pleasure to meet virtually with people supported and get to know their priorities as they navigate the pandemic with their families and Community Living workers. We look forward to continuing in our role as inquisitive and engaged participants at the governance table of Community Living Upper Ottawa Valley.

We welcome both volunteers and new board members and would encourage you to join us in supporting people with intellectual disabilities in our community!

Thank you and have a great evening!



## Farewell, Laura Mayo!

The Board of Community Living Upper Ottawa Valley would like to thank Laura Mayo for her many years of service to the agency and to acknowledge with gratitude her dedication to supporting Community Living's mission and vision. Laura's expertise and abilities have been a significant asset to the function of the CLUOV Board. Laura's guidance and contributions have made us a better Board in so many ways. Laura's ability to see all sides of issues and to reason through challenges will be genuinely missed.

Thank you, Laura, our paths are sure to cross again.



# Board Nominations Report

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

We thank our Directors for their tireless work to help to help make decisions on behalf of Community Living Upper Ottawa Valley. We currently have three (3) vacancies on the Board and are proposing the following slate, with the following directors up for re-election:

Megan Evans

The following directors remain in office:

Leigh Costello  
Avery Munro  
Lauren Parcher  
Andrew Palubiskie  
Keith Rae

New nominations for directors include:

Olivia Fraser  
Liz Cobb

The following director is retiring:

Laura Mayo

Sincerely,

Elaine Neigel  
President,  
CLUOV Board of Directors

# Community Development Report

The Community Development Committee (CDC) is refining our scope and focus to ensure that we continue the positive reputation we have within our community. Our emphasis has been reflective of community needs in terms of safe, affordable, accessible housing. We celebrate our partnerships, like we are doing tonight, where our board unanimously agreed that this year's Executive Award be presented to our agency's dedicated and supportive housing partners who have carried on the same inclusive community values that reflect our vision towards independent housing goals. This award symbolizes a true appreciation and recognition of partners that allow us to secure inclusive housing for people.

We initiated this theme by participating in the OASIS housing group information session, in February 2021 and Community Living Ontario's webinar, **Supporting Independence, Quality and Choice in Housing for People who have Intellectual Disabilities, May 2021**, and then by featuring 31 stories during Community Living month that celebrated unique, individualized housing options that we have assisted people to explore. There was fantastic feedback from local stakeholders, as well as colleagues and special interest

groups across the province. CLUOV should take pride in how our information is shared but more so, that we are supporting such person directed situations worth sharing. The CDC wants to thank everyone who helps to share their story, through Facebook posts, webinars, features in InTouch and Health Matters as well as through the various Speaker's Bureau

messages. We look forward to continuing to support people to tell their own stories, so watch for the feature in the next Health Matters, where our experts Sue and Donna share their own story. We recognize that we have a few "signature events" that we will continue to feature, our 25<sup>th</sup> annual golf tournament was held on September 17, 2021 with more golfers, corporate sponsors and lunch sponsors than ever. We will host our Box of Possibilities again in the Spring, celebrate Women's Day on March 8<sup>th</sup> and of course create new and empowering ways to share the stories of Community Living through our 31 Days of Inclusion Campaign in May. We will be inviting all of you to participate in upcoming events, and hope you'll join us.



# Quality Enhancement Report

COVID-19 has affected all of our lives.

Our agency priorities needed to shift to a focus on health, safety, individual and organizational wellness. This has been true for our committee priorities also.

The organization has introduced practices and policies that work to maintain our collective wellness. It has been a year of taking less risk, exercising caution and staying the course. What is exciting is that many found ways to experience a quality of life while staying closer to home; learning a new favourite recipe, taking pride in gardens and backyards, finding virtual ways to stay connected.

Technology has lead us to tracking data and maintaining information in more efficient ways while striving to become a “greener” organization with an opportunity to share information easily with our Ministry and across our teams.

The coming year will see us reinvest in developing in-house expertise and ensuring our leadership continues to focus on our values and vision. We will continue to meet with people individually identify priorities and ensure resources are spent working towards outcomes, while looking at collective data to drive the decisions of the organization.

In the coming year we plan to have additional NCI instructors, and Personal Outcome Measures trainers. We will aggregate survey results and engage with families, people we support and our community partners.



The QEC looks forward to the many processes of engagement that will lead our Board to develop the Strategic plan and be sure that the cycle of information sharing includes all stakeholders.

Our current committee is looking to grow, if you would like to evaluate and guide processes within CLUOV, join us!



# Executive Award Recipients

PHIL BENNETT   TOM KOBYLECKI   KAI LAPORTE  
ANDREW PLUMMER   JOHN MOREAU   STEFANIE LITSCHGY



# Bee Successful Report

Bee Successful is the employment arm of our organization. A program which connects employers to workers with disabilities and supports each to ensure meaningful and competitive employment is achieved.

Like many organizations, the pandemic has challenged Bee Successful. Public speaking and in person meetings were replaced with pre-recordings and zoom meetings. Navigating the employment market turned into navigating government benefits, and welcoming new inclusive employers turned into “its good to see you again”. Our focus has shifted to ensuring people felt safe and supported in their work and in returning to work.

Although our growth slowed down over the past year, we still have cause for celebration. By the end of 2021, 10 people would have graduated out of Bee Successful services. These 10 people have obtained and maintained competitive employment for 33+ months and no longer require our direct assistance.

Although we do not know what will happen in the remainder of the year, by engaging with four new inclusive employers this summer, we regain a sense normalcy. Our goal remains the same: to promote inclusivity in the community, and provide people with the opportunity to earn a fair wage and contribute to the greater good of society.



# Speakers Bureau Report

Community Living Upper Ottawa Valley's Speakers Bureau is available for speaking engagements at your community club, classroom, event or organizational meeting. Our speakers deliver their own, personal stories, that will leave you feeling inspired.

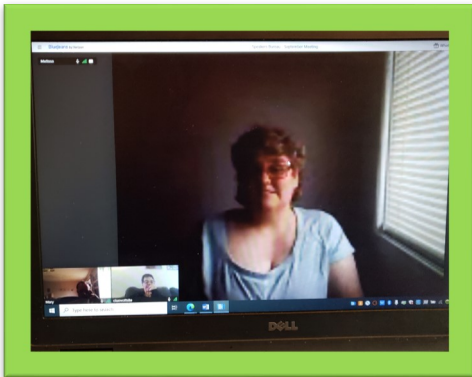
The people involved in the Speakers Bureau have had a variety of life experiences and their talks can be tailored to any group. Some of their presentations include:

- Their employment experiences and how it has impacted their lives
- Sharing personal stories of working to be included in community life
- Experiences with self-advocacy and standing up for themselves and others





# Speakers Bureau Report



- Speaking to classrooms and schools about the impacts of bullying

The Speakers' Bureau has invested in public speaking training for their members through Algonquin College and has continued to keep in touch with video calls and goal-setting in anticipation of when they can speak to groups again. The committee also created member profiles that are now featured on the CLUOV website.

This past spring, Community Living Huntsville reached out

to our local group for information on how our speakers' bureau operates. They found us through our agency website. They were eager to incorporate some initiatives that were discussed.

CLUOV's Speakers Bureau has participated in various presentations throughout our community. Members were invited to present to the 1st year SSW students at Algonquin College. They delivered a presentation that provided insights into challenges of someone living with an intellectual disability. In conjunction with CLUOV staff, the presentation also included the many aspects of working in the developmental services sector.

The Speaker's Bureau has invested time and energy to help develop the workforce at CLUOV as well. They created a video presentation to be shared with all new hires that sets clear expectations around respect. Another use of the skills learned through for sing technology was to host unique opportunities to share local attractions. Through The "Hidden Valley Gems" tour, the Speakers Bureau has highlighted visits to the Bonnechere Caves and soon will be featuring Hugli's Blueberry Ranch, sharing these local experiences with a broader audience than would have otherwise been possible.

Our Speakers Bureau has been developing over the past few years as a way to build confidence and self-advocacy through public speaking. The Speakers Bureau is a great way that persons with intellectual disabilities can work on building self-confidence while being

included in community initiatives. Over the next year, members will continue to educate and engage businesses and service clubs throughout the Ottawa Valley to make their community a more inclusive community.

Together we can strive towards more inclusive and accepting communities!



# Staff Recognitions

Community Living Upper Ottawa Valley understands the importance of the hard work and dedication of our employees. Each year, we recognize and celebrate the outstanding contributions of our staff through their milestone year. This year we are celebrating 8 employees!

## Congratulations to our staff celebrating 5 years!



Shannon Robidoux



Mike Taylor



Celina Lavigne



Ethan Jennings

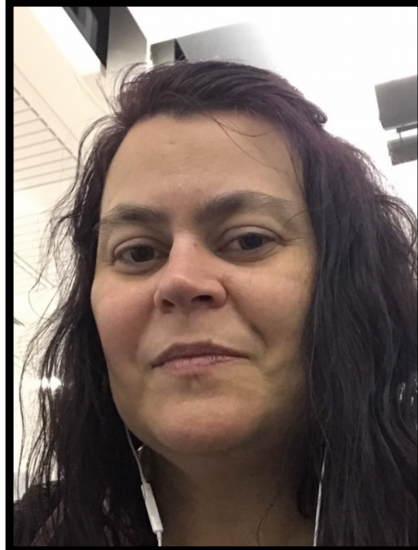


# Staff Recognitions

**Congratulations to our staff celebrating 10 years!**



**Amanda Schunk**



**Tammy Rosien**



**Paul Mayfield**

**Congratulations  
to our staff  
celebrating  
20 years!**

**Nancy Healey**





# Annual Highlights





# Annual Highlights



