

ANNUAL REPORT 2022





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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 Vision

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

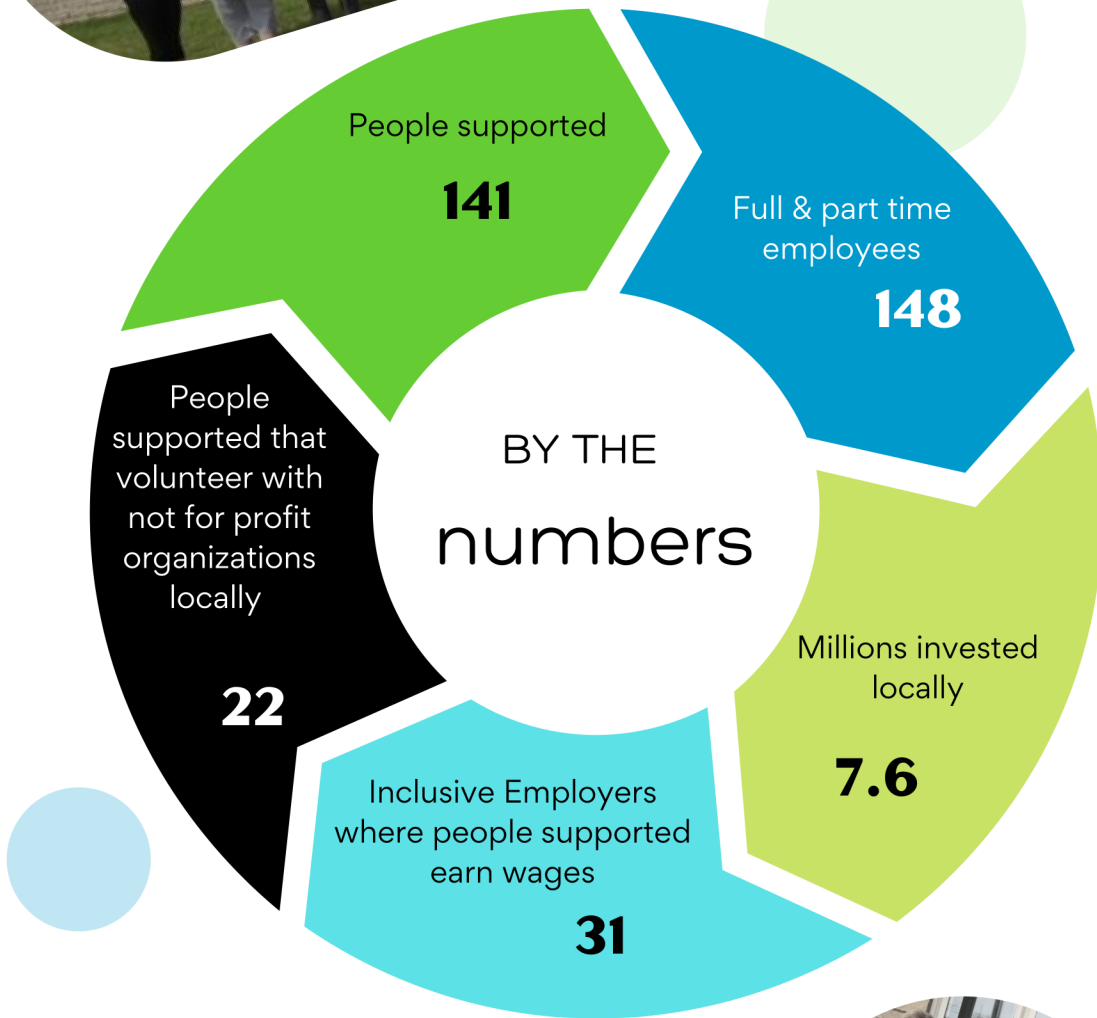
Self-advocacy is critical

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”

BY THE NUMBERS



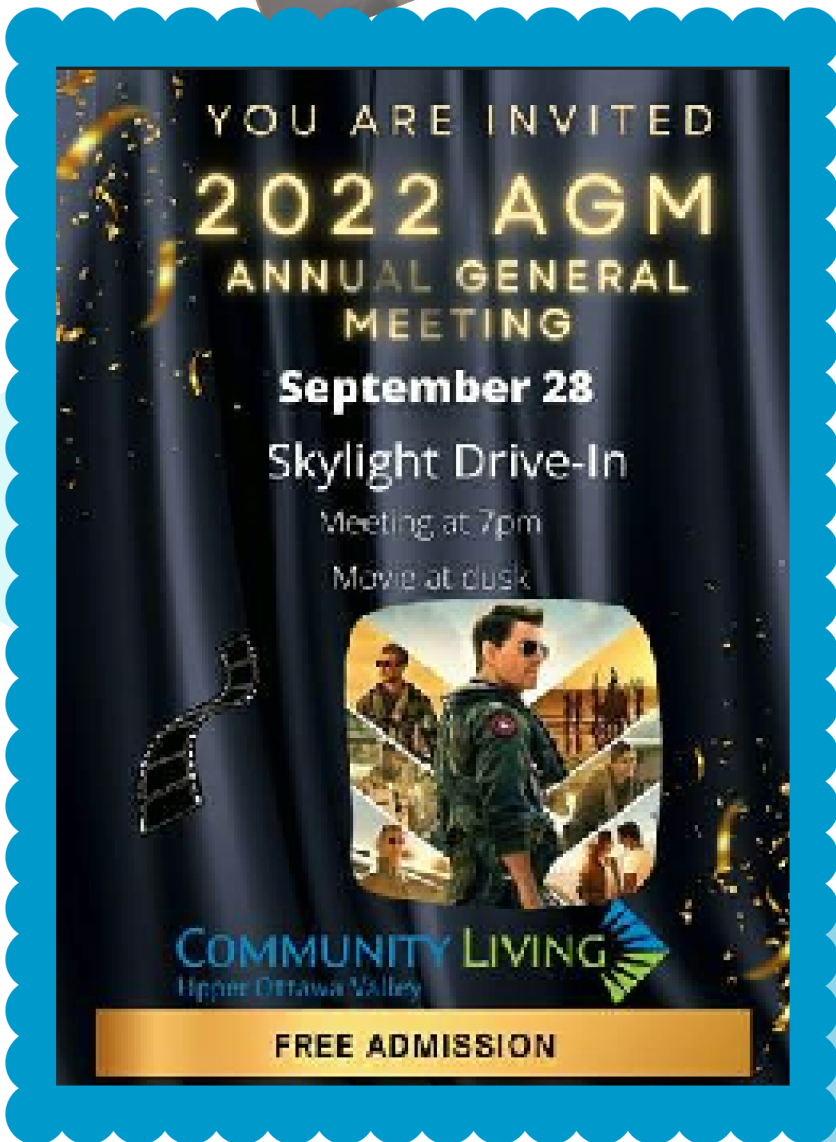


64th ANNUAL GENERAL MEETING

September 28, 2022
7:00 pm
Skylight Drive-In, Pembroke

Call to Order and Welcome
Executive Director's Remarks
Executive Directors Dialogue - Guest Speakers
Review and Approval of Minutes: 2021 AGM
Financial Report and Report of Auditors
Appointment of Auditors for 2022-2023
Keith Rae Retirement Celebration
Appointment of Board Directors
Adjournment of Business Session
Executive Awards
Staff Recognition
Adjournment - Movie

AGM INVITATION



AGM 2021 MINUTES

WEDNESDAY, 22 SEPTEMBER 2021, 7:00 PM

Call Meeting to Order & Welcome

Elaine Neigel called the meeting to order at 7:05 pm, and welcomed guests to the 63rd Annual General Meeting of Community Living upper Ottawa Valley.

Review and Approval of 2020 AGM Minutes

Motion #1

Moved by: Laura Mayo

Seconded by: Keith Rae

That the 2020 AGM Minutes be accepted, as presented.

Carried

Review and Approval of Previous Minutes, 23 June 2021

Motion #2

Moved by: Avery Munro

Seconded by: Laura Mayo

That the minutes of the Board meeting held on 23 June 2021 be accepted, as presented.

Carried

Presentation & Acknowledgement of Financial Report

Elaine Neigel presented the approved Financial Report and Report of Auditors 2020-2021, from the 18 August 2021 meeting.

Appointment of Auditors 2021-2022

Motion #3

Moved by: Laura Mayo

Seconded by: Lauren Parcher

That Welch LLP be appointed as 2021-2022 Auditors.

Election of Board Directors

Motion #4

Motion bypassed.

Motion #5

Moved by: Avery Munro

Seconded by: Keith Rae

That new nominees, Olivia Fraser and Liz Cobb, be accepted to the Board of Director.

Carried



AGM 2021 Minutes Cont'd

Board Chair Report

Elaine Neigel began her address by welcoming attendees to the 63rd AGM with a quote highlighting CLUOV commitment to providing support to each person in a way that values their own unique experience and reinforcing autonomy. Elaine spoke to housing challenges, and the importance of choosing your home, a mission CLUOV consistently takes steps to achieve, as well as to the advocating for more authentic and inclusive employment opportunities. Elaine also acknowledged looking ahead and building at each step, encouraging volunteers to join the team.

Executive Director Report

Tina Williams welcomed all attendees, speaking to the challenges of the past year, changes to the sector, and the resilience of staff and people supported throughout. She highlighted new staff and people supported at CLUOV, new developments and recruitment as a strategic focus with a commitment to CLUOV vision and goals.

Acknowledgement of Laura Mayo

Elaine Neigel presented Laura Mayo flowers and a card in acknowledgement of her many years of volunteer service to the CLUOV Board of Directors. Laura Mayo reaches the end of her 3rd consecutive and final term.

Presentation of the Board of Directors

Elaine Neigel presented the 2021-2022 Board of Directors:

Keith Rae

Avery Munro

Andrew Palubiskie

Lauren Parcher

Olivia Fraser

Liz Cobb

Elaine Neigel

Adjournment

Motion #5

Moved by: Avery Munro

Seconded by: Laura Mayo

That the business portion of the annual general meeting be adjourned at 7:18 pm.

Carried



What's old is new again!

We are renewing our commitment to "Community as a First Resort".

While we are operating under Ministry restrictions it has been tricky to coordinate how people can: engage with their communities really contribute to the world around them, and develop relationships. Now our team members are focusing on helping people get reunited with their families, finding jobs or getting back to work. Some of the people supported are volunteering at events like the Beachburg Fair and gearing-up for Lumber Kings hockey; people have rented cottages, returned to regular appointments with their hairdressers and health providers, and are enjoying fishing, Summer Sounds, Yoga in the park, using gym memberships and enjoying the many fairs, festivals, and concerts in the area.

We are renewing our commitments to helping people achieve goals and set priorities!

Several people are hoping to move, some are seeking additional hours of work, others want to be more connected to loved ones. Planning in person, engaging with families and reviewing achievements are fundamental to ensuring the support we provide is person directed.

We are renewing our partnerships and public relations with property owners, builders and municipalities as well as fostering new ones!

Laurentian Valley Township and the County of Renfrew are eager to support builders who are committed to accessible, affordable housing. We brainstormed development projects with the Mayor, CAO, City Planner and the Warden of the County. We have had several conversations with the new Fire Chief in Petawawa who is eager to find ways for residents with disabilities to continue to reside in their municipality. We are excited about builders engaging with us to address housing needs. Two potential partners, one with a nine-unit building, the other with six units are offering us accessible apartments for the Fall. Three of these units will provide a new home for some we support while ensuring other units go to seniors, families or others in need of housing. As renovations to existing buildings happen, we are reaching out and sharing the benefits of guaranteed occupancy, and support for tenant and neighbour relations that we can offer.

We are renewing our presence with community partners and at planning tables.

Our teams are benefitting from partnerships with Algonquin College, the Chamber of Commerce, the City of Pembroke, the Labour Market Group, and local school boards.



Executive Director's Report

Inclusion as an expectation within settings for learning, working and living is being proposed first rather than CLUOV needing to pressure and educate. It is exciting to hear community partners explain the benefit of Inclusion! At the AGM, the three Community Living agencies in the county will discuss some shared strategies and the similarity vision and values.

We are renewing our commitment to Outcome Measures and building in-house expertise!

We are investing in our personnel and now have two reliable interviewers who will be hosting a staff introduction to Personal Outcome Measures in the Fall. We recognize that reliable data allows for guiding individualized and organizational decisions.

We are renewing our commitments to being an employment champion and appealing to local businesses to be champions as well.

We partnered with LiveWorkPlay to build expertise and internal capacity to best support employment. We have assisted in employment successes this year with our BeeSuccessful team. Again, this summer, we welcomed students to lead initiatives. These teams have exceeded all expectations finding and supporting employment opportunities across our county.

We are renewing our retention strategies and introducing new ideas to create an environment where we are the employer of choice for our employees.

A very successful staff appreciation event was held this year with many longstanding staff reaching important milestones. We implemented the Temporary Wage Enhancement as a Permanent Wage Enhancement for our employees. We are investing in training, sending people to conferences, saying yes to improving our orientation and training as well as seeking input for future improvements. We are dedicated to our commitments to Equity, Diversity, and Inclusion. We are strengthening our investments in recruitment and developing creative ways to attract people to Community Living.

We are renewing our fundraising goals and focusing again on our marketing, media and community presence!

This year marks the success of our 26th Annual Golf Tournament that netted amazing result for our Outcomes Fund, hosted live music, specialty holes, a golf pro, coffee and food stations along with terrific prizes. Thank you to our new Admin team, who created this opportunity for us to raise money, raise our profile, and reconnect with a multitude of partners.

We are renewing our Strategic Plan!

The consulting firm, Nexus Capital, conducted focus group meetings with people supported, families, Board members, employees, and management. We will build on these processes and our existing plan to set focus for the years ahead. If you would like to take part in these initiatives and would like to share your voice, please contact us.



Welcome to Community Living Upper Ottawa Valley's 2022 Annual General Meeting.

Although it has been an extremely trying couple of years, the staff at our local Community Living continue to show purposeful dedication in assisting and supporting people who have an intellectual disability. It is indeed a team effort involving family, Community Living staff, and most importantly the individual, to work toward understanding, equity, and genuine connection and belonging in all aspects of life. Families, supporters, and the staff at Community Living know that achieving each individual's unique vision of their life often requires perseverance, problem solving and a creative, open mindset. Whether people are working, running errands, attending appointments or simply enjoying the day, it is always a true pleasure for myself and for other Board members to meet people supported in our community, catch up on the news about their activities and learn what is important to each.

Your **Community Living** continues to work at provincial, regional, and local levels to secure individualized services, real employment, self-selected housing opportunities, and organized supports for people with intellectual disabilities. Supporting people to turn their goals and life's vision into a reality is exciting; whether you work in administration, as a Board member or at the front lines of this organization. We recognize and applaud all of you who make another's journey part of your own. And to all of the families, this is indeed a journey and it is with gratitude that we recognize your persistence beyond measure in all that you undertake to provide care and support, education, resources, consistency and love for your family member.

In the year ahead, Community Living Upper Ottawa Valley will continue to work within its mission of service to people with intellectual disabilities with a focus on securing quality housing and engaging employment opportunities for people supported, and on the provision of meaningful supports for daily living and achievement of personal goals. On behalf of the Board of Directors thanks to each of you for your participation in the workings of your local Community Living organization and we look forward to your continued support in the year ahead!

Elaine Neigel

President, Board of Directors

Community Living Upper Ottawa Valley



Board President Report

Fare thee well, Keith!

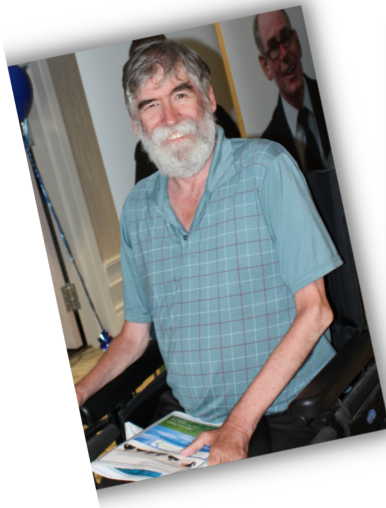
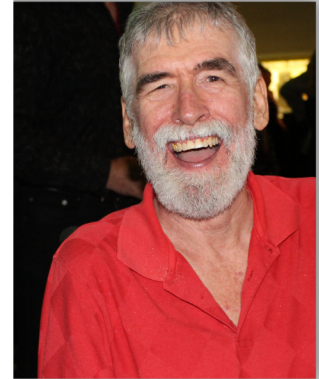
The members of the Board of Directors of Community Living Upper Ottawa Valley are grateful to Keith Rae for his 30 years of dedication to the agency. He has been a steadfast presence bringing his unique perspective to all our discussions.

Keith has contributed to many quality initiatives during his tenure on the board. He has been a member of the Quality Enhancement and Human Rights Committee. Keith has been a stakeholder contributor in strategic planning and our accreditation processes. Keith also was an active member of the Renfrew County Accessibility Committee which reviewed adaptive requirements to improve accessibility and inclusion.

Keith embodies the Mission and Vision of Community Living. Keith's positive outlook remains an inspiration.

His contributions consistently steer the Board toward its core values. We look forward to Keith's visits to the office in his free time to share his infectious smile and wonderful sense of humour.

Wishing you all the best in your next chapter!



Our by-laws state that the affairs of the corporation shall be managed by a Board of a minimum of 5 (five) and up to maximum of twelve (12) Directors.

We thank our Directors for their tireless work to help make decisions on behalf of Community Living Upper Ottawa Valley. We currently have a number of vacancies on the Board and are proposing the following slate, with the following Directors standing for re-election, new Directors to be elected, and one Director retiring:

The following Directors remain in office:

Elaine Neigel, Chair
Lauren Parcher
Andrew Palubiskie
Olivia Fraser
Liz Cobb

Election for a second term:

Avery Munro

Nominations of new Directors:

Anna Lacelle
Gayle Cayen

The following Director is retiring:

Keith Rae

Elaine Neigel
President
CLUOV Board of Directors



In the Community



Greetings from the Quality Enhancement Committee (QEC)!

QEC has been meeting regularly to review internal agency processes and data. This information provides a measurement of quality initiatives and helps guide recommendations. We recognize that the pandemic has continued to impact operations from a staffing standpoint but also the participation levels of people supported.

The good news is that we are moving towards a new normal and are helping charta path forward that assists to work towards and maintain, quality supports and services. The Accreditation process is the cornerstone of reviewing and assessing quality supports. Due to the pandemic, the decision was made to postpone undergoing our next review. The restrictions that have been in place provincially have impacted autonomy and participation. So we understand that it is an optimal or fair time to evaluate this. However, we are pleased that agency processes are getting into full swing again. Our employment program, BEE Successful has a new team and were fortunate to start out with targeted employment training from LiveWorkPlay. This set the foundation and the team has successfully assisted 9 individuals to secure competitive employment since this spring.

Two staff were certified as “Reliable Interviewer” (Lori Buchan and Natasha Brennan) which means they can now use the POM planning tool to produce reliable results on 21 different outcomes which QEC will monitor. Ensuring 3rd party review of identified rights restrictions in an individual’s life will be ensured through resumption of the reviews from the Rights Restriction Review Committee beginning again in September.

QEC also evaluates agency data for ensuring people’s “Basic Assurances” are being met. This data has been demonstrating increased focus and compliance across the teams.

Despite challenging times, all of these positive data trends display the dedication, hard work and resiliency of the agency’s staff to continue to place maximum efforts into providing quality supports and services.



Executive Award

In recognition of your unfaltering efforts in
guiding the organization through a
worldwide pandemic.

The Executive Award goes to:

Kim Rigo
Suzie Desjarlais
Nancy Healey
Tanner Schimmens
Jaclynn Morrison

**JOINT HEALTH AND
SAFETY COMMITTEE**





BEE Successful is our employment program which assists job seekers to secure competitive employment. A key component of this success is expanding job opportunities by networking with new employers and helping them to recognize the many proven benefits to becoming an inclusive employer.

As we know, the pandemic severely affected our program and the ability to connect potential employees and employers. The provincial lock down's have been not only a hindrance but demoralizing to those who want to be working and contributing.

After internal staffing changes, a new employment team was created in the spring. We were fortunate to start out with targeted employment training from LiveWorkPlay. As the labour market re-opens to pre-pandemic normal, the team has been busy updating files, completing new intakes and approaching new employers. A new energized team, with the assistance of two summer interns, successfully assisted 13 individuals to secure competitive employment since this past spring. Follow our Facebook page to view individuals' employment success and to celebrate our inclusive employers.

We are just getting started!

BEE Successful Team
Connie Edwards, Supervisor
Natasha Brennan, Employment Specialist
Sheridan Dombroskie and Renie Takken, Summer Students

The 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
- Speaking to classrooms and schools about the impacts of bullying

This past year, the Speakers Bureau members have been included in the; new-hire orientation process at CLUOV. Delivering presentations in person, on Dignity and Respect.

This was a goal that the group wanted to achieve over 2022. The members made it a top priority to start volunteering within the Community to help promote inclusion and social awareness. The group volunteered at the Beachburg Fair 2022 and were invited to help out every year going forward. The self-advocates 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 speakers bureau members are actively meeting virtually on a monthly basis and are looking forward to in person meetings again!

The 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!
Check out the **Speakers Bureau** member profiles that are featured on the CLUOV website !

On August 24th, 2022, Community Living Upper Ottawa Valley held an event to celebrate the amazing employees who are celebrating milestones. CLUOV appreciates the dedicated and hard working employees that each and every day give their utmost to provide support to others. We recognized and celebrated their outstanding contributions through their 5, 10, 15, 25, and 30 years of employment with the agency!



Staff Recognition

Family Friends Community

