



Community Living  
Upper Ottawa Valley

# Annual Report

A Year of Connections.

2023

**65th  
Anniversary**



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# Our Vision, Mission and Principles



## 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

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.

# 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.



# Numbers Making an Impact



3460 HOURS

of support provided weekly  
by CLUOV staff



150 PEOPLE

supported by CLUOV staff  
this year



150 EMPLOYEES

currently employed with  
CLUOV



40 NEW  
EMPLOYEES

Hired with CLUOV in the  
year 2023



7 PROPERTIES  
currently owned by  
CLUOV



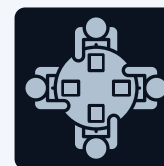
76 PEOPLE

supported who live in  
community rentals or their own  
homes



33 LOCAL BUSINESSES

employing people with intellectual  
disabilities in connection with  
BEE Successful



29 APPROVALS

of requests for additional funding  
through the Outcomes Fund



# Annual General Meeting Agenda

COMMUNITY LIVING UPPER  
OTTAWA VALLEY

October 25th 2023

6:30pm

Clarion Hotel, Pembroke

1. Call Meeting to Order and Welcome
2. Board Chair's Remarks
3. Executive Director's Remarks
4. Review and Approval of 2022 AGM Minutes
5. Reports of Finances and Auditors
6. Appointment of Auditors for 2023-2024
7. Appointment of Board of Directors
8. Adjournment of Business Session
9. Guest Presenters:  
  
Contributions and Celebrations

## BOARD OF DIRECTORS ANNUAL GENERAL MEETING MINUTES

September 28, 2022 – 7 p.m.

Skylight Drive-In

Present: Avery Munro, Keith Rae, Olivia Fraser, Liz Cobb, Lauren Parcher (virtual),  
Andrew Palubiskie (virtual) Regrets: Elaine Neigel (Chair),

Staff: Tina Williams, Marie-Sophie Barrette (minutes)

### 1. Call Meeting to Order & Welcome

A Munro called the meeting to order at 7:05 pm, and welcomed guests to the 64th Annual General Meeting of Community Living upper Ottawa Valley.

### 2. Review and Approval of 2021 AGM Minutes

Motion #1

Moved by: Olivia Fraser

Seconded by: Keith Rae

That the 2021 AGM Minutes be accepted, as presented.

Carried

### 3. Review and Approval of Previous Minutes, 23 June 2021

Motion #2

Moved by: Lauren Parcher

Seconded by: Olivia Fraser

That the minutes of the Board meeting held on June 21, 2022 be accepted, as presented.

Carried

### 4. Presentation & Acknowledgement of Financial Report

A Munro presented the approved Financial Report and Report of Auditors 2021-2022, from the July 12, 2022 meeting.

### 5. Appointment of Auditors 2022-2023

Motion #3

Moved by: Olivia Fraser

Seconded by: Liz Cobb

That Welch LLP be appointed as 2022-2023 Auditors.

Carried

## 6. Election of Board Directors

Motion #4

Moved by: Olivia Fraser

Seconded by: Lauren Parcher

Motion #5

Moved by: Avery Munro

Seconded by: Keith Rae

That new nominees, Anna Lacelle, and Gayle Cayen be accepted to the Board of Director.

Carried

## 7. Executive Director Report

T 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.

## 8. Acknowledgement of Keith Rae

T Williams presented K Rae a card and gift in acknowledgement of his many years of volunteer service to the CLUOV Board of Directors.

## 9. Presentation of the Board of Directors

A Munro presented the 2022-2023 Board of Directors:

- Avery Munro (2nd term)
- Andrew Palubiskie
- Lauren Parcher
- Olivia Fraser
- Liz Cobb
- Elaine Neigel (regrets)

## 10. Adjournment

Motion #5

Moved by: Olivia Fraser

Seconded by: Lauren Parcher

That the business portion of the annual general meeting be adjourned at 7:40 pm.

Carried



# 2023 Executive Director's Report

Cheers to Good Health, Good Friends, Good Times, and all the reconnections! This has been a year of looking forward and removing restrictions. For some that meant milestone events, for others it meant taking things cautiously or reconnecting with loved ones. Many people travelled to family, enjoyed concerts, moved to a new home, or found jobs. Some vacationed around Ontario, another went to a casino and one person ended up in a selfie with Keith Urban in Nashville!



Welcome to our 65th Annual General Meeting!

Recruitment and Retention has remained at the forefront of our focus, which has seen us enhancing orientation, realigning our appraisal process, strengthening our use of Core Competencies and Personal Outcome Measures, and reviewing all job descriptions and many policies. We celebrated long-term employees in September through an appreciation event and gifts. Many employees have enjoyed trivia nights, playing in softball tournaments, and going to conferences. We hosted opportunities to celebrate their accomplishments, offer shout-outs to each other, and share gratitude. Collectively our team has celebrated achievements but also shared in loss.

Our golf tournament realized much success at a new venue and with new leadership! Kathy Bennett returned to the Community Living family to coordinate the event, raising funds of more than \$11,000! And while we are on the topic of long-term relationships, Noreene Adam represented CLUOV at the Community Living Ontario conference. She shared news that Kirby and his story of true inclusion will be featured in an upcoming documentary. Another video production long in the making, shares the history that several people we support experienced in first, living in, then moving on from institutional life. If you haven't yet had the chance to see the documentary "*Never Forgotten, Never Again*" please reach out. We hosted a premiere with heartfelt gratitude towards those in attendance.

Disappointingly, our Ministry changed how funding for employment supports is managed. As an agency that has provided community support for the past 65 years, we are well aware that meaningful employment positively impacts many other quality of life indicators. We have seen and supported these successes, and so it is disappointing that while overall funding has not been reduced, we were presented with a 50% reduction to our contract, resulting in people with disabilities losing out to systems and oversight. A letter of concern is being shared with various ministries, politicians and partners.

*continued.....*

Our agency has been recognized publicly by the Ministry, by consultants (people Minded Business and Tom Little) and by partner agencies across the province for the leadership we have offer in regards to housing. Ashley Leedham and myself were invited to present to a service system planning table in the North (Timmins, Temiskaming) earlier this month.

Succession planning is a provincial priority. 44% of Executive Director positions have new leadership in the past three years. This trend is true for all positions within agencies like ours. We are in a period of growth and learning also, in that many of our team are new to their positions. We continue to invest in professional and personal growth, as do our employees individually. Thank you to those of our team who have made these commitments and to those who have provided continuity by continuing to choose Community Living as their career path.

We are also re-establishing relationships locally. Many leadership positions have seen turnover in the past three years. We are hosting an In-service opportunity with the hospital around patient flow and discharge. We are working with Renfrew County housing to ensure our teams are aware of each other's roles and potential for collaboration. We continue to chair the Inclusion Renfrew County committee. We are looking to bring Pooran Law back to provide information to families and employees connected with the five organizations on trusts, future planning and RDSP. A workplan for this table is being updated that includes collaborative projects, initiatives and commitments.

Community Living Ontario and OASIS have several subcommittees that seek participation and leadership. We have prioritized participation at the Quality committee with CLO and the Housing work group with OASIS. From Presence To Citizenship, a committee of like minded agencies with a shared vision will be hosting a winter conference and our team is a key member there as well.

Several changes to legislation and the growth of our organization have had great impacts on our current and emerging practices in regard to finance, human resources, leadership and governance. Our team is working diligently to ensure we continue to research and be responsive to the changing expectations. In preparation for some changes, but also to address emergency planning we have moved to a cloud-based server and are taking advantage of technological and communication advancements.

As the Executive Director, I must acknowledge the Board for their continued commitment to our vision and mission; for finding strength in partnerships; for the confidence and support they offer and for individually taking on new responsibilities and roles. I look forward to your leadership in addressing the key strategic goals identified in our 2023-2026 Strategic Plan.

Tina Williams  
Executive Director

# Board President Report



Welcome to Community Living Upper Ottawa Valley's 2023 Annual General Meeting!

Just for a moment, let's pause and mentally list the things we are glad for in our daily lives. Our lists may be different, however, making our own decisions probably figures prominently for each of us. Do you make for yourself all of the insignificant, essential and momentous decisions that come with each new day? Do you have the time, the funds and the supports to make decisions about your work, education and leisure time? Do you have aspirations or goals and a detailed plan to achieve them? Independence and choice in terms of our daily lives are not exclusive and are indicators of a fulfilling and autonomous life. What advocacy model suits you?

Sometimes a conversation with a reliable ally helps any of us to make a decision that is best for our circumstances and our requirements. When we need more, sometimes a trusted team approach is the answer.

Working with others to focus on our goals, manage our finances, our medical needs, and any other aspect of our life can provide a secure path to problem solving and lead to rewarding outcomes.

With restrictions waning, the return to every day use of those possibly rusty decision-making skills may not have been easy as we re-establish priorities for ourselves and others. Some decisions come easily but at times we may need some support in the form of a chat or a team approach. Either way, this is a vital aspect of living our own lives!

It is with such gratitude that the Board of Directors thanks all of the employees at Community Living Upper Ottawa Valley whose work encourages people with developmental disabilities to make their own path in this life. Whether those decisions are: which concert to attend or what job to apply to, what medication to take at what time, where and with whom to live, how to manage money or what to wear to the dance on Friday and how to get there, we each want to manage our own lives. People with disabilities, just like anyone, seek active involvement in planning and decision making, a hand up, and practices that support the mantra, "nothing about me without me".

In the year ahead, we would like to wish people supported and the staff at Community Living Upper Ottawa Valley, the very best in navigating important choices and working together to ensure independence; and high quality of life is the foremost priority for each of us.

Elaine Neigel, Board Chair



# BEE Successful Report

This small but mighty team continues to share best practices, guide employers and engage our community on the benefits of inclusive employment. 2023 marks the end of an era, in that changes in Ministry oversight and the development of regional contracts means we will no longer receive funding to provide employment supports. Most recently, we had been actively supporting 24 people in employment and another 11 people in exploring employment opportunities. Many others were waiting to get started on their employment journeys. Our Board and Leadership are sharing their concerns with the Ministry of Children and Community and Social Services, the Ministry of Labour, Trades and Skills development and numerous partners across the Province. We recognize the impact having a job has on so many other quality-of-life indicators. We will continue to work with local partners to advocate for a smooth transition of support and to ensure those with the greatest barriers can access services. If you would like to see a copy of this letter please reach out to [info@cluov.ca](mailto:info@cluov.ca).



## Speaker's Bureau Report

The Speakers Bureau members are ambassadors for an inclusive community. A group of self-advocates whose goal is to create awareness about people with disabilities and promote inclusion within their community through active engagement. Members meet regularly to discuss issues and events happening in their community and then find positive ways to get involved to facilitate change. Many are also part of other committees throughout their community.

This year the Speakers Bureau members have continued their ongoing partnerships with local organizations and participated in local job fairs, presented to 1st year SSW students at Algonquin College and volunteered at a local community fair. They focus on building relationships with other community partners. The Speakers Bureau members are active within the new hire and orientation process here in CLUOV where they deliver in person presentations on Self-advocacy, Dignity, Respect, and Inclusion. At their monthly meetings, the members have also begun incorporating a land acknowledgement as an act of inclusion.

In addition to community engagement, the Speakers Bureau provides opportunity for individuals with intellectual disabilities to work on building self-confidence, foster their interpersonal relationships, learn new skills and grow together. This upcoming season will be one of change for the Speakers Bureau as they are currently in the process of carefully and purposely selecting a new name for their team which accurately captures the scope of the work they do. If you would like to learn more, please check out the Speakers Bureau member profiles featured on the CLUOV website.

# Quality Enhancement Report

The Quality Enhancement Committee (QEC) has been on a role this year, trying to make up for lost time. As we get back to pre-pandemic measures and services, we have already accomplished a lot. There has been transition with the retirement of Nancy Healey, and Ashley Leedham stepping into the role as Quality Enhancement Manager; there is so much to learn and build upon going forward. We have put huge effort into meeting as the Quality Enhancement Committee regularly and recommitting to our purpose and mandate. We have outlined targets to keep on top of responsibilities and reporting.

The Rights Restriction Committee has successfully reviewed and met with all those supported whom have a restriction imposed. We have revised our response letter to those supported to be more user friendly and person centered. All restrictions presented have been vetted and meet the expectations of the committee.

We have recruited new volunteers and committee members that we are excited to work with. With a new strategic plan we can continue to move forward and steer our agency with a focus on, service excellence; quality of life; employee experience; organizational excellence; and better business practices and communication. QEC continues to support advocacy and opportunity for education with our Speaker's Bureau through community engagement and Conference attendance. We have seen partnerships continue to flourish, to include a new contract with the Catholic School board and the continuation of employment placement supports for youth with disabilities. QEC continues to look at our processes to establish what makes sense for us and meets our compliance indicators. We have added tracking systems to our online database, opportunity to enhance paperless processes and streamline required paperwork for ease and consistency. QEC has implemented practices to bring information forward from individual audits and Personal Outcome Interviews to ensure valuable information is seen and responded to. Most recently, the organization went through our annual compliance review, with one indicator needing a response, resulting in a positive compliance letter with no outstanding measures needing to be met. This will be posted as legislated on our front door for the next year. Congratulations is shared with our entire team for a collaborative responsive approach to the needs of those we support that also meets the Ministry expectations.



Although we all wish COVID was over, QEC has been instrumental in risk mitigation and ensuring we continue to adhere to the guidelines from public health and the Ministry of Health, while being the least intrusive as possible on the lives of those we support. Our employees continue to display resiliency and dedication, while providing positive and individualized supports. It is important to remember to reflect on all that we are doing right and doing well while seeing our “to do” list as opportunities we just haven’t fully explored yet.

“Someone is sitting in the shade today because someone planted a tree a long time ago.” - Warren Buffett



# Staff Milestones

CLUOV greatly values 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 22 employees!



## 5 YEAR MILESTONE

Jennifer Hawes  
Dana Hoffman  
Melissa Hoffman  
Louann Gauthier  
Jordan Mulvihill  
Cindy Savoie  
Brenda Markus  
Nichelle Dupuis  
Kathleen Mulligan-Lavallee

## 10 YEAR MILESTONE

Jody Freethy  
Danielle Levasseur  
Megan Lariviere  
Carol Stalkie  
Maegan Blackmore  
Aimee Fleury



## 15 YEAR MILESTONE

Bruce Felhaber  
Stephanie Moss  
Trish Kettlewell

## 20 YEAR MILESTONE

Amanda Quinton  
Selena Miller  
Jennette Surnoskie

## 30 YEAR MILESTONE

April Post





# Highlights from the Community

