

**THE ROAD TO SUCCESS
IS ALWAYS
UNDER CONSTRUCTION**

**All People Belong,
Join the Journey**

INCLUSION

DIVERSITY

COMMUNITY



**ANNUAL REPORT
2022-2023**

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Community Living Algoma
ANNUAL REPORT

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Land Acknowledgment

“We would like to acknowledge the indigenous Peoples of all the lands where we each find ourselves today. While we are meeting in-person and on a virtual platform, we would like to take a moment to acknowledge the importance of these lands where we make our homes and do our work. We do this to reaffirm our commitment and responsibility to Indigenous people and their cultures from coast to coast. Please join me in a moment of reflection to acknowledge the harms and mistakes of the past, and to consider how we can, individually and collectively, move forward in support of reconciliation, justice and respectful collaboration.”

Reconnaissance des territoires

Nous aimerions reconnaître les peuples autochtones de toutes les terres où nous nous trouvons aujourd’hui. Pendant que nous nous réunissons en personne et sur une plateforme virtuelle, nous aimerions prendre un moment pour souligner l’importance de ces terres où nous nous trouvons et où nous accomplissons notre travail. Nous le faisons pour réaffirmer notre engagement et notre responsabilité envers les peuples autochtones et leurs cultures d’un océan à l’autre. Veuillez vous joindre à moi pour un moment de réflexion, afin de reconnaître les torts et les erreurs du passé et de réfléchir à la façon dont nous pouvons, individuellement et collectivement, aller de l’avant à l’appui de la réconciliation, de la justice et de la collaboration respectueuse. »

Sault Ste. Marie is in Robinson-Huron Treaty territory and the land on which our community is located in the traditional territory of the Anishinaabe.



Mission Statement



Community Living Algoma supports people with intellectual disabilities. We are committed to the advancement of a community in which all people:

- are recognized as full citizens;
- achieve personal dignity;
- enjoy the benefits and responsibilities of independence; and
- are supported to reach their full potential

Énoncé de mission

L'Intégration communautaire d'Algoma appuie les personnes qui vivent

avec une déficience intellectuelle.

- Nous nous engageons à l'avancement d'une communauté dans laquelle tous sont reconnus comme citoyens à part entière;
- atteignent la dignité personnelle;
- jouissent des bienfaits et des responsabilités de l'autonomie et reçoivent un soutien dans le but de réaliser leur potentiel.



Vision Statement

All People Belong, Join the Journey

The following points provide additional perspective and understanding of the key themes contained within our Vision statement:

All People Belong

All people in a community belong to that community; are accepted; have the capacity to contribute and are full citizens. A healthy community is one that allows all of its members to belong, participate and be full members.

Join

This word represents togetherness: working together; joining in; and the collective sense of responsibility and opportunity that ALL the stakeholders have in supporting people with intellectual disabilities. The community, parents, staff and other service providers and the people supported all join together in this purpose and vision.

The Journey

The road to achieving inclusion and the supports needed by those with intellectual disabilities is a journey. This is the coming together of many different individuals on a path that leads to inclusion, who accept diversity and are supportive. The journey started when many parents came together to support their children with intellectual disabilities and continues today towards reaching the key goals and outcomes of the people supported.



Values (Service Principles)

We believe...

Respect and Dignity - In respecting each other's individuality, dignity, right to privacy and to make independent choices.

Trust - In developing trust as the foundation for all relationships.

Honesty and Integrity - In being honest in all of our relationships and acting with integrity in all that we do.

Unity and Working Together - In the importance of being collaborative with all our stakeholders and working together to achieve the very best for each person supported.

Community Inclusion - In activity contributing each day to the building of inclusive communities that are accepting of all their members.

Accountability - In being accountable for the quality of our programs, acting professionally and carrying about all of those we support and work with.

Commitment - In being passionately committed to supporting people to achieve inclusion, personal dignity and full citizenship.



Clockwise: Chris goes to cast his vote; Nathan sells tickets; and Rose hands out popcorn with Jennifer Walkerly-Chapman (CLA staff) at Culture Days.



REPORTS



President and Executive Director's Report



Clockwise: While travelling, Marie and Germaine enjoyed supper at a restaurant;
Paul is a long-time participant in a community garden program;
Paul and Michael check out the progress of the garden earlier in the season.



“The Road to Success is Always Under Construction”

As we embark on a journey down memory lane, we celebrate nearly seven decades of unwavering dedication to the individuals we serve – children, youth and adults with an intellectual disability. Community Living Algoma has been about continuous change and improvement with a constant end goal of achieving the best possible quality of life.

Many years ago, we saw a billboard sign that read “The road to success is always under construction.” It was in a community where municipal roads were being re-constructed, re-designed and re-surfaced. We realized that statement, and those actions, truly captured what it takes to achieve success at CLA. Our success is always under construction as we build new paths, new relationships, new thinking and new approaches. This collective journey is towards achieving citizenship for children, youth and adults, with an intellectual disability, so that best quality of life becomes their reality.

This profound statement encapsulates the essence of our journey together. It reminds us that progress is a constant companion in our pursuit of excellence. Over the years, we have witnessed remarkable transformations in our approach to supporting individuals with disabilities. Today, we commemorate our evolution from a system rooted in institutional care to one that values the fundamental importance of the family structure.

For CLA, change is and will continue to be constant. The experience, wisdom, innovative thinking and commitment we demonstrate, over time, will assist us in constructing and paving new pathways of belonging and community citizenship for all people.

Community Living Algoma was founded with a vision to empower individuals with disabilities; to provide them with opportunities; and, to promote their inclusion within our community. We have come a long way since our inception, overcoming challenges and breaking down barriers every step of the way. Together, we have re-shaped the landscape of care, ensuring that each person we serve experiences the dignity, respect, and love they deserve

Our commitment to person-centered support has been the destination of this evolution. We recognize that the family unit is an integral part of an individual's life, a source of strength, supports and of unconditional love. By embracing this philosophy, we have shifted the focus from institutions to the embrace of families, from isolation to integration, and from mere care to genuine companionship.

We must recognize the significant changes with how and where people were supported in the past compared to today. Supports and services have evolved from supporting people in congregate settings to more person-centered and individualized approaches. Twenty-five or thirty years ago, when an employee was hired, they immediately commenced their career working alongside a colleague. Today, some employees commence providing supports to people with an intellectual disability, while working on their own. It is very different and thus the areas we speak about above, plus competence, confidence, and individualized training have to be a consistent part of our onboarding process, as we move forward.

As we reflect on the past, acknowledging our journey and achievements, we are compelled to look towards the future. Although the road ahead may present challenges, our unwavering resolve remains stronger than ever. Our commitment to enhancing the lives of those we serve is steadfast, fueled by our dedication to excellence, innovation, and continuous improvement.

In this pursuit of success, we arrive at an important juncture, where we pause to acknowledge the remarkable work and activity of the past year. Allow us to share some key highlights:

Introduction to Key Performance Indicators (KPI):

We have focused our attention on two pillars that define our success—quality of life and workforce excellence. By measuring and evaluating these crucial aspects, we can ensure that our support remains effective and impactful.

Success in our Response Team:

Our ability to respond to the ever-evolving needs of the community has been instrumental. We have been diligent in providing the necessary support to individuals based on their specific requirements, adapting to their unique circumstances.

Continual Guidance from Esteemed Experts:

Dr. Al Condeluci, Dr. David Pitnoyak, Dr. Al Vecchione, Dr. Jacques Pelletier and Dr. Shelley Moore have continued to provide invaluable guidance to shape our future. Their support has propelled us forward on our journey to becoming a welcoming community that embraces diversity, inclusion, and equity.

Continued Transition to Community-Based Housing:

We have made significant strides in our transition from group living to community-based housing. This shift allows individuals to experience personalized support, freedom to choose where they live and with whom, and a sense of belonging within the wider community.

Responding to Families:

Our commitment to sustaining the family unit remains unwavering. We have responded to the needs of families in our community, providing unique and individualized support for children and youth, ensuring their well-being while fostering a supportive environment.

Success and Evolution in Case Management:

Our case management processes for both adults and children have seen remarkable success. We have continuously improved our practices to better serve the individuals we support, providing them with the utmost care, guidance, and advocacy and addressing the waitlist - reaching a zero-wait list.

Over the past year, we have consistently advocated for community partner collaboration. We have built bridges with organizations. Together, we are working towards a shared vision of inclusivity, ensuring that individuals with disabilities receive the comprehensive and holistic support they need. By leveraging the expertise and resources of our community partners, we can create a seamless network of care, enhancing the quality of life for those supported.

PRESIDENT AND EXECUTIVE DIRECTOR'S REPORT



We continue to foster the growth and development we have achieved through the EMPLOYMENT network and our Summer Students Program. These initiatives have played a pivotal role in creating employment opportunities and fostering skill development for individuals with disabilities within our community.

As we continue on this journey, let us remember that we are not alone. Together, we will move ahead, breaking ground on new initiatives and fostering meaningful connections within our community. By collaborating with families, advocates, and partners, standing shoulder to shoulder, we will pave the way towards a brighter, more inclusive future.

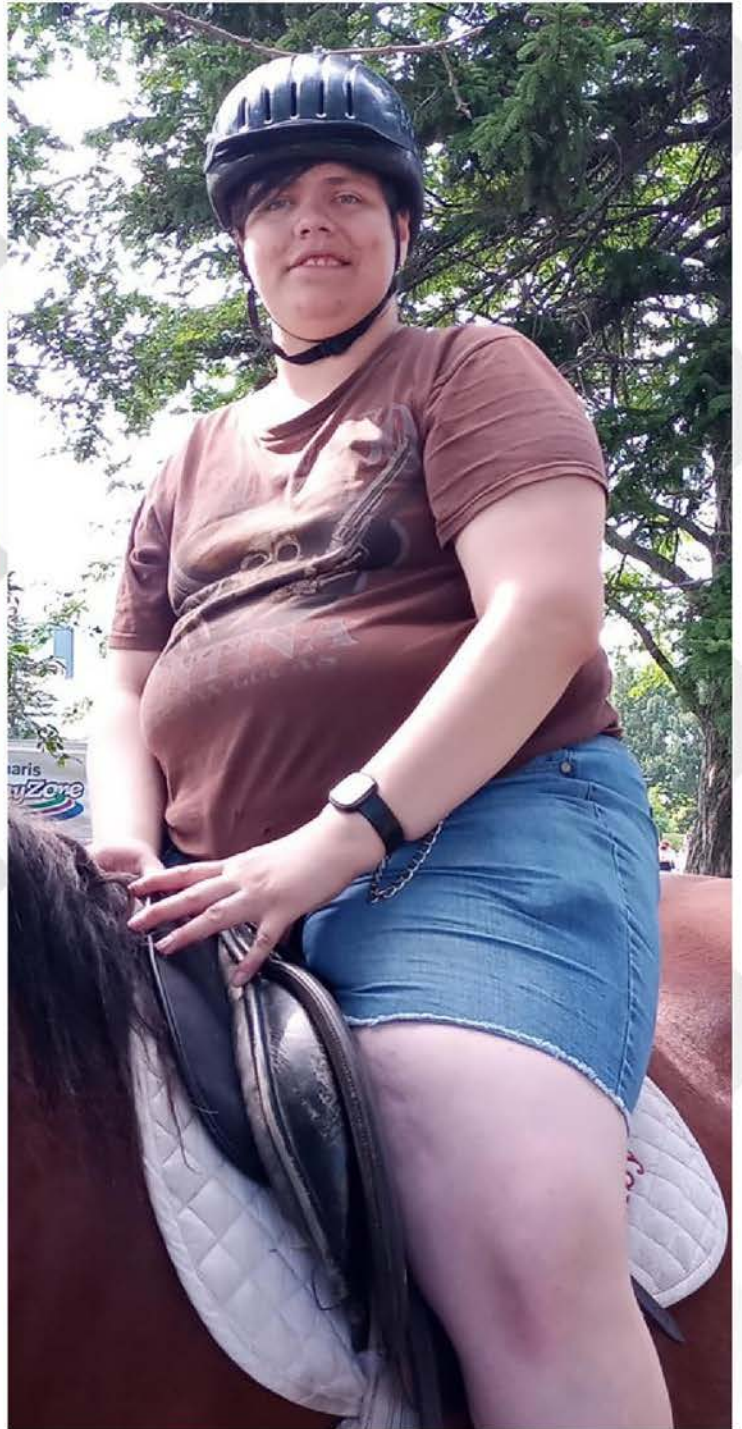
The road we construct will be paved with compassion, understanding, and opportunity. It will serve as a testament to our collective dedication to empower and uplift those we serve. Let us embrace the challenges that lie ahead, knowing that our shared determination will lead us to remarkable achievements.

As we stand on the cusp of our 70th year and celebrate the journey, we acknowledge the vast work and commitment. History teaches a valuable lesson. In the 1950s, it was all about families rejecting and opposing family members being sent to provincial institutions. These people were the pioneers that laid the foundation of advocacy. Today we have become a service-system. The future is about a return to sustaining families (family-based support) and ensuring full citizenship for all. We learn these valuable lessons over time and through our history: family is the foundation of support. The future at Community Living Algoma will be to provide the support that families will need in order to preserve the foundation of family.

Thank you for your unwavering support and for being an integral part of this incredible journey. Here is to the road ahead – a road to success, ever under construction!

Respectfully submitted by,
Linda Headrick Chair, CLA Board of Directors
and
John Policicchio, Executive Director, CLA





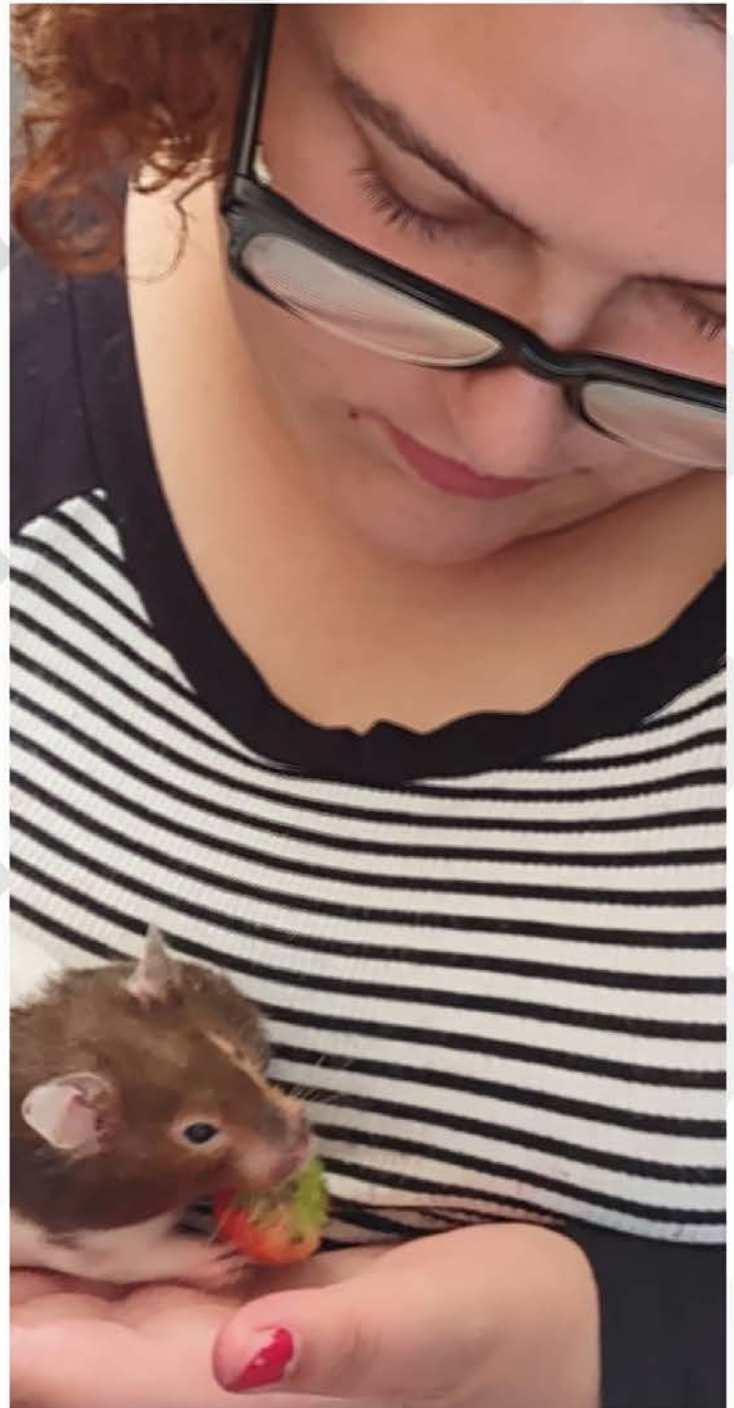
Mable enjoys breakfast in Blind River; Terrance rides a horse at RotaryFest; and Eva sells her hand-crafted resin products at the CLA Welcome Centre.



REPORTS



Committee Reports



Richard receives his Spring Decor prize of a birdhouse; Julie Jade feeds a berry to a pet rat; and Harry and Chantele greet visitors in the livingroom.



We, the Algoma Community Vision Advocates, would like to take this time to share our accomplishments over the last year and our 2023-2024 goals. Though the toll from COVID was immense, we are feeling strong moving into the 2023-2024 year.

The goals from 2022-2023 included the creation of information pamphlets in plain language on topics such as psychotropic medications, doctors' visits, and abuse. It has been an important part of our work to help provide education to individuals in all areas of life. Additionally, we created our first 'Respect!' PowerPoint as we had set a goal to do so. It has been a great resource for new hires coming into the organization to understand our expectations from them.

We were also fortunate enough to be able to have Gordon and Nicole participate in the 'Speaking Out Conference' in Port Elgin. This conference is self-advocate organized, facilitated and attended, making it a wonderful opportunity to learn, grow, and network with individuals from all over Ontario.

An organizational shift resulted in our first meeting taking place in April 2023 and Kira Beall (Advocacy and Inclusion Coordinator) now supports our goals.

Our first two meetings of 2023 have been filled with progress. We took time to review our minutes from the previous year and update our goals for the year.



Identity: We realized during our April meetings that "The Council" did not adequately represent who we are and what we do. It was during this time that we worked together to brainstorm a new, more fitting title. There were several great options but, in the end, we all felt the Algoma Community Vision Advocates (ACVA) best represented our team.

On that note, we also felt a Mission statement, unique from that of Community Living Algoma (CLA), was fitting for our new identity. As a team, we listed goals we have, what we hope to achieve, how we see ourselves, and our long-term hopes for ACVA. These pillars were then transformed into our Mission statement. The Mission statement is as follows:

"The Algoma Community Vision Council takes pride in building a rapport and understanding with individuals by listening to them and their needs, in an attempt to advocate for their best interest. We advocate through the development of educational tools, networking across the province, and adapting to the changing world, and leading by example. We strive to better ourselves by growing our knowledge and exploring solutions for shared issues."



Goals: The goals identified for 2023-2024 include finishing and updating the 'Respect! PowerPoint' that was started in previous years. As well, we have decided to take the PowerPoint a step further and have each member record their sections so that those watching at orientations are able to see all the members.

The team also identified recruitment into the ACVA as a prominent goal for the year. We have decided that we wish to continue the interview process for new interested recruitment, however, we also decided that to understand the intentions of applicants and needs of the public, we will request a written goal be submitted, as well. This will hopefully maintain our progress as new members join and get situated into their new roles.

Some additional goals include creating content applicable for junior and high school levels, as well as university and college levels about respect, dignity, and expectations when interacting with someone who has a disability. We hope to shadow other self-advocates and networking with them in meetings and at conferences. We will be creating more pamphlets and educational resources accessible in physical and virtual formats. We want to creating a resource book for new incoming members to understand the history, expectations, accomplishments, and routine while working with the ACVA. Having more diverse educational materials with a wide range of topics would be a great use of our time and provide help to people covering a wide net of issues.



Responsibilities: Moving into the New Year, we also felt that by identifying roles we would strive in would contribute to our productivity. We held a vote for positions and moving forward for a pre-defined period of time Craig Holmes Jr. (CJ), will act as our Chair, Gordon Draper will act as Vice Chair, and lastly, Deborah Chadwick will act as Treasurer.

Continuing from last year's progress, the ACVA have been invited to share the 'Respect! Presentation' at orientations at CLA with new recruits. We have been represented by Deborah in person, orientating more than 35 individuals since January; as well as our new video presentation being used twice. This is a process we wish to continue, going forward, as we feel the presentation is important for new individuals working at CLA to have going into a new role.

Deborah also sits on the Rights Review Committee, in which the group works to support individual's rights and review any restrictions that may exist for various reasons.

Empowering Others: Helping others to have a voice is our main goal! We are currently looking to recruit more members.

- Do you believe in CLA's Mission, Vision and Values?
- Are you interested in being a part of the Self-Advocate Leadership work?
- Are you willing to be a part of presentations to: Board of Directors, staff/managers, members of City Hall, schools-where you develop with your peers the presentation and present it?
- Are you willing to train your peers on things such as: abuse, rights, voting?
- Are you an energetic positive person?
- Are you willing to share your ideas on how as a Council we can advocate for all people?

ALGOMA COMMUNITY VISION ADVOCATES



- Do you believe in CLA's Mission, Vision and Values?
- Are you interested in being a part of the Self-Advocate Leadership work?
- Are you willing to be a part of presentations to: Board of Directors, staff/managers, members of City Hall, schools-where you develop with your peers the presentation and present it?
- Are you willing to train your peers on things such as: abuse, rights, voting?
- Are you an energetic positive person?
- Are you willing to share your ideas on how as a Council we can advocate for all people?

If you are interested, please submit your resume and/or letter of interest and why you think you would be a good candidate for this role to The Council at: advocate@cla-algoma.org. If you are looking to speak with a Council Member, please email: advocate@cla-algoma.org.

Respectfully submitted,

Gordon Draper, Deborah Chadwick and Craig Holmes



Algoma Community Vision Advocates: (Left to Right:) Gordon Draper – Secretary, Deborah Chadwick – Treasurer, Craig Holmes- Chair, Kira Beall – Staff Support

EDUCATION

Once again, I take this opportunity, as Chairperson of the Education Committee of Community Living Algoma, to express my appreciation to the members of the committee. Their planning and advocacy efforts for inclusion and belonging for all children, youth and adults with an intellectual disability are heartfelt. Thank you as well to the support provided by staff for the Education Committee to conduct their bi-monthly meetings during the entire 2022 and first part of 2023 calendar years.

Education Committee Members:

Jacques Ribout (Chair)
Margaret Barbeau
Linda Headrick
Marilyn Horton
Anna Rendell
Kristen Viita
Roseanne Zagordo
Sergio Iacoe (staff support)

To further build upon our relationships with the education system, staff created a resource: "Walking Alongside" – A Resource for Children/Youth, Parents, and Schools. This resource outlines the services provided by CLA for children/youth age 6-17 years, describes the transition from youth to adult (18+) services, and sets out the intake process for children/youth new to services. This brochure was shared with school board officials to disseminate to education stakeholders. Presentations were also conducted for Board SEAC members and other Special Education staff groups composed of special assignment teachers, coordinators, and SERTs. In addition, this information was shared during evening Family Forum/Parent Sessions held in early to mid-October 2022 in Sault Ste. Marie and Elliot Lake.

I am very pleased to report that the waitlist for Children/Youth Case Management services no longer exists. Thanks to the hard work of CLA staff, children/youth seeking case management services no longer need to wait for extended periods of time. Support in this area is provided to individuals for 3-6 months followed on an as-needed basis.

The Education Committee was excited to have Dr. Shelley Moore present to both our education and community partners on October 24, 2022, both in person at the Quattro Hotel & Conference Center and virtually, across the district. Her message on inclusion, diversity, and equity for children and youth with an intellectual disability throughout the Algoma District and beyond was well received. She has worked with school districts and community organizations throughout Canada and the United States to advocate for inclusive education. We look forward to the possibility of a 5-Part Learning Series with school system personnel and potentially community agency staff in the upcoming year.

We are hopeful that with the continued support from both Dr. Al Condoluci and Dr. Shelley Moore throughout this next year, Community Living Algoma will be able to provide a key leadership role for the development of a broad, community-wide plan for Sault Ste. Marie and the Algoma District to become more welcoming, engaging communities for all people. We are excited about this "macro-level" work that we will be continuing throughout 2023 and 2024.

This year, we were able to acknowledge the participants of the 2023 'Together We're Better' contest and to issue awards to Our Lady of Lourdes French Immersion Catholic School, in Elliot Lake. The school has once-again proven how inclusion figures prominently in their school environment. Students in a grade 7/8 classroom, taught by vice principal and teacher Nadia Kovacs and teacher Vince Ucci, were the recipients of an award. The Grade 7/8 submission was a mixed media presentation on inclusion and acceptance. The joint submissions included various ways that people can respectfully include people with disabilities of varying types, into activities and conversations.

A video presentation featuring messages about inclusion and diversity, in French and with accompanying sign language, saw students in a grade 5 class at Ecole St. Joseph, in Blind River, each receive an award at a school assembly. Students in the Grade 5 classroom, taught by Tammy-Lynn Boivin, were the recipients of an award for their video about inclusivity and diversity. The Grade 5 submission was a video presentation entitled 'On est tous pareils' ('We're All the Same').

The Education Committee is very proud to provide annual support for the Marion Arthur Memorial Scholarship and the Mario Tosello Memorial Scholarship. These two scholarships are awarded to two students continuing their education after high school by enrolling in the Community Integration through Co-operative Education Program at Sault College.

Two members of the Education Committee are active members of the Special Education Advisory Committees (SEAC) of the Algoma District and Huron Superior Catholic District School Boards. During monthly meetings, each member brings forward both Information & Topics for Discussion/Questions related to relevant and timely initiatives occurring throughout the school year. Presently, the SEAC Representatives from the CLA Education Committee are Jacques Ribout and Margaret Barbeau.

This year, Community Living Algoma continued to work with our education partners to ensure that children and youth with an intellectual disability are included in any and all school-related activities and events related to curriculum, instruction, assessment, extracurricular, transportation, etc.

We also worked collectively with school personnel, families, students, and other agencies regarding pupils who are suspended, expelled, or excluded from school to have the opportunity to continue with their education, while out of school, and also be afforded the opportunity to return to their neighbourhood school within a reasonable period of time.

Our Education Committee will also be reviewing and making recommendations to SEAC groups regarding "Goals/Priorities for the 2023-2024 School Year".

I want to conclude by expressing my sincere appreciation to the Education Committee members once again for sharing their thoughts, ideas, and wisdom with us and for ensuring inclusion for all children and youth within the education system is achieved. I also want to take this opportunity to thank the many professionals within the education system who do their best to ensure flexible and adaptable classroom environments and classrooms exist to meet the individual needs of all their students. Much appreciation is extended from all the Education Committee members to the staff at Community Living Algoma particularly, Luisa Coppola and Sergio Iacoe, who provide the necessary materials, information and support for the Education Committee to succeed.

Respectfully,
Jacques Ribout



It was winning smiles from both Renée Wilkins (Acting Principal) and Tammy-Lynn Boivin (Grade 5 teacher) at a school assembly where Ecole Saint-Joseph received award recognition for their entry in the "Together We're Better" contest.

As Chairperson of the Finance Committee, I want to express my appreciation to the Committee members for their governance of CLA's financial resources and to the support from staff for the Finance Committee to conduct their monthly meetings.

Finance Committee Members:

Brad Symboluk
Leslie Dunseath
Kris Zanatta
John Policicchio (staff support)
Louise Wishman (staff support)
Nicole Clark (staff support)

One of the Finance Committee's responsibilities is to review and monitor our revenues and expenditures each month at a very high level and to make recommendations to the Board of Directors, as necessary. On behalf of the Finance Committee, I am very pleased to report that this past fiscal year, the end-result was a positive financial position for the organization.

With the pandemic mostly behind us, CLA has been developing plans to increase our service target capacity as per our Ministry of Children, Community and Social Services Agreement. We are aiming to achieve 95% of service target capacity before the end of our 2023/24 fiscal year. In simple terms, we have been working towards supporting children, youth and adults with an intellectual disability and are striving to continue the upward trend during our next fiscal year (2023/24). In the end, we want to maximize the use of the funding that CLA receives from the Ministry of Children, Community and Social Services (MCCSS).

The Committee has the responsibility of making recommendations to the Board on requests made for the use of Fundraising and Donation Funds for the people we support. This past year we reviewed a few requests and we are very pleased to have offered financial resources for specialized equipment, furniture, etc. Although our Fundraising and Donation Funds are not

increasing, we appreciate having the opportunity to lend financial assistance when, and if, required to people and the families we support.

The Committee undertook the task of investing excess non-MCCSS funds from our Specialized Purposes Fund as interest rates have risen over the past year. Interest rates are now at a level where investment returns are higher and will impact CLA's fundraising and donation account in a positive manner. We have also commenced a review of our various bank accounts to ensure CLA is receiving the best interest rates on idle funds.

The committee has assisted in the capital disposal of vacant properties utilized by CLA. Some of these properties belong entirely to CLA with the proceeds from the sale to be designated by the Board of Directors outside of MCCSS funding.

Each year, the Finance Committee members take great pride in recommending financial support to the annual Give-a-Gift Program which provides the opportunity for people who would not otherwise receive a gift at Christmas time. We are very pleased to continue supporting this Program to brighten the Holiday Season for the recipients.

For the upcoming year, the Finance Committee will be closely monitoring the maximizing of our financial resources to ensure that our service target capacity is enhanced affording more people and their families with access to supports and services. We look forward to sharing with you, next year, the success we have had in this regard.

Going forward, the Committee, Board of Directors and CLA, as whole, must be diligent in managing our funds to ensure ongoing positive financial results. With inflation, upcoming contract negotiations, and equitable pay issues (as examples), CLA is facing financial headwinds that will be difficult to navigate amid no increases in our base funding.

Once again, my sincere appreciation to the Finance Committee members, to the staff support we have received this past year and to the Ministry of Children, Community and Social Services for their ongoing financial support of Community Living Algoma.

Respectfully,

Brad Symboluk
Chairperson, Treasurer and Finance Committee



This Committee, as per the Purpose and Responsibilities of the Terms of Reference, monitors, reviews and make recommendations to the Board of Directors of Community Living Algoma with regard to the effectiveness of Human Resources and French Language Services and supports provided by CLA for individuals with an intellectual disability.

The following areas fall under the review of the Committee:

- recruitment strategies
- promotions
- performance management and performance standards
- staff development
- labour relations updates
- Health & Safety
- attendance management; and,
- overtime reports

In addition, the Committee also provides updates, to the Board, regarding progress in meeting regulation 284/11 of the French Language Act (FLSA). We are committed to ensuring we comply with O. Reg. 544/22, which entrenches 'the active offer' in the requirements to meet the FLSA and completing the FLA Quality Improvement Plan (QIP) covering the period 2023 – 2026.

The Committee continues to review and improve processes in compliance with legislative requirements of the Ministry of Children, Community and Social Services (MCCSS). CLA is required to ensure that French Language Services (FLS) are provided to the public and people supported, when requested, and to work collaboratively to determine how FLS will be provided across CLA. FLS system planning can help identify existing capacity and potential gaps in service delivery. In collaboration with the Ministry, CLA has been working to ensure we are meeting our responsibilities by doing our best to provide fluent French/English speaking support staff when requested. In doing so, CLA ensures: all correspondence provided to the public is translated into French; identify key positions to deliver services in French at an advanced proficiency; FLS is a standing item in all team and management meetings; and, to ensure collaboration with Francophone stakeholders.

Throughout the year, CLA has continued to adjust COVID policies and procedures to ensure the safety of people we support and our employees. CLA will continue to work with Algoma Public Health to seek guidance and advice in addition to following directives from MCCSS and the Provincial Government.

As COVID restrictions eased, it also presented opportunities for in-person staff development. CLA also experienced a significant increase in hiring in fiscal 2022/2023. During this period CLA added approximately 149 new staff and a specific focus, this past year, has been on orientation and training of new staff.

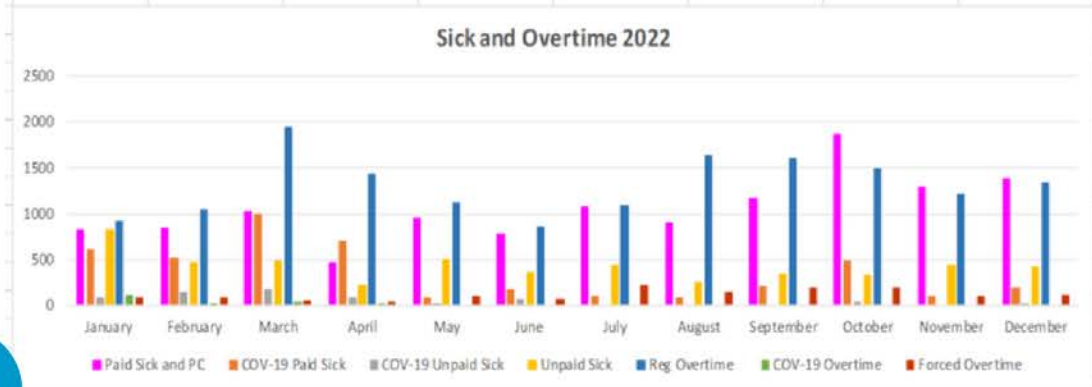
CLA has also devoted time to improving our scheduling practices and processes to utilize our workforce more effectively. Employee scheduling requires intricate processes, however, this aspect of CLA is important to prioritize because the work schedule is a critical connection point between our employees and the people we support. Effective shift scheduling sets the foundation for a win-win outcome reflected in high-performing operations and a happy, engaged workforce.

CLA also continues to actively work on their Human Resources Information System project to strengthen processes and leverage technology to create efficiencies and effectiveness, including data management.

HR continues to work with Services in exploring and implementing an E- Mar system to electronically monitor the distribution and provision of medications. This process will ensure medications are properly dispensed in order to minimize and eliminate medication errors and enhance record keeping.

Monthly Sick and Overtime Hours - 2022

Month	Paid Sick and PC	COV-19 Paid Sick	COV-19 Unpaid Sick	Unpaid Sick	Reg Overtime	COV-19 Overtime	Forced Overtime
January	828.5	619	84	827.57	917	119	83
February	849.45	513	142.5	474.27	1046.42	24	82
March	1034.5	996	171	488.45	1946.45	38	48
April	477	700.3	84	224	1442.45	24	42.45
May	954.44	78	8	504.03	1128.2	0	96
June	781.75	176.3	64	361.57	856.55	0	72.3
July	1071.45	94	0	446.3	1098.35	0	223
August	909.58	79	0	259.3	1642.4	0	139.3
September	1169	214	0	355.05	1612.17	0	196.5
October	1876.35	494	32	329.34	1502.25	0	198.45
November	1298.55	105.3	0	438.48	1212.1	0	97.3
December	1391.6	195	22.3	426.26	1335.1	0	112
Total	12642.17	4263.9	607.8	5134.62	15739.44	205	1390.3





Additional projects in-progress or completed:

H&S Supervisor Training: Seventeen (17) new members of the management team participated in the two (2) day Health and Safety Supervisor training on March 20 and 21. This course is appropriate for all sectors in Ontario and covers material from the Ministry of Labor, Immigration, Training and Skills Development's 'Supervisor Health and Safety Awareness in 5 Steps.'

Topics covered:

- Supervisors/Managers as Leaders
- Health and Safety Law
- Competent Supervisors
- Due Diligence
- Contractor Safety
- Management Reporting Requirements
- Incident Investigation
- Emergency Preparedness and Response
- Emerging Topics

Incident Investigation Training: HR Coordinator attended a one (1) day incident investigation course on March 24, 2023.

Topics covered:

- Incident Investigation and Prevention Programs
- Importance of Pre-Incident planning
- Reporting requirements
- Choosing the Investigation team
- Report writing and follow up
- Contributing and underlying factors of incidents, a systems approach
- Theory is applied to a case study

- Fire Extinguisher Training: It is essential that everyone be familiar with the proper use of portable fire extinguishers. The Sault Ste. Marie Fire Department recently provided hands-on fire extinguisher training. First, an overview is provided, along with a visual demonstration on portable fire extinguishing methods; types of extinguishers and their proper selection; location; and maintenance. Next, a practical, hands-on component of the lesson plan is applied. This training consisted of a digital training system designed to provide a realistic simulation, teaching participants on how to use the extinguisher and how to safely fight or flee a fire. As CLA continues its commitment to Health and Safety, we continue to work on the Health and Safety Excellence Program.
- Community Living Algoma COVID-19 Vaccination Rate: As of April 1, 2023, our vaccination rate was at approximately 92%. The booster rate is at approximately 49%.

Membership of the Human Resources and French Languages Services Committee includes:

Steve Haney (Chair)
Jacques Ribout
Mac Headrick
Ann Ficociello
and
Danielle Valiquette

The Committee is supported by John Policicchio, Executive Director and Niccette Reed, Manager of Human Resources.

Respectfully Submitted,
Human Resources and French Language Services Committee



The Quality Enhancement Committee is a sub-committee of the Board of Directors whose responsibility is to make recommendations to the Board regarding Community Living Algoma's (CLA) ongoing 'continuous quality improvement' efforts. The committee monitors and reviews the effectiveness of services and supports, as well as compliance to the Ministry of Children, Community and Social Services (MCCSS) standards and licensing requirements.

The Quality Enhancement Committee (QEC) applies 'The Council on Quality and Leadership (CQL) Personal Outcomes Measures' philosophy to its work. CQL has been a leader in working with human services organizations and systems to continuously define, measure, and improve quality of life and services for children, youth, and adults with intellectual and developmental disabilities. Personal Outcome Measures are a learning tool that can ensure the organization's services are defined by the people we support.

This year the committee reviewed the following CLA initiatives:

- Quality Assurance Strategy (Key Performance Indicators);
- Personal Outcome Measures Interviews, Personal Outcomes Measures Workshop, and next steps;
- Ministry Compliance – Quality Assurance Measures;
- CLA's Community Engagement Project with AI Condoluci.

Additionally, as a compliance requirement, QEC reviews CLA's Abuse Policy annually.

With the support from the Board of Directors and QEC in September 2022, CLA launched its first ever Quality Assurance (QA) Strategy with the use of Key Performance Indicators (KPI). This plan was developed as part of the QA Policy to improve the overall supports and working conditions of the organization. Data is collected and analyzed monthly and assists the organization to measure quality of its supports and services while determining where improvement is warranted and setting future direction. The Board of Directors and the QEC members discuss and review results from data collected and provide recommendations and feedback where applicable. This plan covered the period of September 2022 to March 2023.

Personal Outcome Measures (POM) is a widely accepted tool used to determine the quality of life for a person. It is a process of discovery, to help our organization identify opportunities, and measure the effectiveness of CLA's supports and services with the aim of meeting the identified needs and goals of people supported and their families.

During the pandemic, POM interviews were not conducted on a consistent basis. We needed to collect current information to develop a new baseline to determine what areas we need to focus on for 2023/2024. Forty-four interviews were conducted, and it has been determined that the next steps are to focus on outcomes that encompass social capital. Social capital is a concept that recognizes that people's relationships and social networks are an important aspect of a person's physical and mental health and quality of life. It focuses on outcomes relationships, respect, and community.

Three Personal Outcome Measures Workshops took place in January, February, and March 2023 and this resulted in interviews completed for thirty-four people receiving supports and services. The QEC reviewed summary reports from each workshop as well as a 2019 vs 2023 POM comparison. These reports made it clear that people's social capital were significantly impacted by COVID- 19 and should be an area of focus going forward.

Currently CLA has three support staff who are certified to complete POM Interviews for adults receiving services. Goals for 2023/2024 will include more Personal Outcome Measures interviews and workshops taking place for adults receiving services and beginning the process of becoming certified to complete interviews with children and youth. As a committee, we are very excited for these processes to be starting back up again since the pandemic as they are all progressive initiatives towards CLA becoming a person-centered organization, helping people achieve the quality of life they desire.

The Quality Enhancement Committee also monitors the information gathered and results from all Ministry Compliance Inspections that take place. Over the past year, there was one Compliance Inspection in November 2022. CLA successfully completed this inspection, which included the review of:

- Policies and Procedures
- Board of Directors Meeting Minutes and Member files
- 12 home inspections
- 14 staff files
- 21 files of people supported
- 3 Behaviour Support Plans

The Community Engagement Project with Dr. Al Condeluci continued throughout this past year. This training encompassed virtual sessions for employees and community organizations around the province with a focus on organization (micro) and community (macro) building principles. The project focuses on how we can both individually and as a community become more welcoming and inclusive so that all people feel they belong.

QUALITY ENHANCEMENT



The Committee would like to thank CLA's Board of Directors for their ongoing support and commitment to quality improvement. We would also like to take this opportunity to extend our appreciation and thanks to Steve Haney for his commitment, continued support, and advocacy. We wish him all the best.

I extend my thanks to our current committee members for their dedication: Anke Lansky-Johnson, Mac Headrick, Emily Kelly, Ann Ficociello, Paula Summers and Jennifer Wiwchar (staff support)

Respectfully submitted,

Linda Headrick
Chair of Quality Enhancement Committee

RIGHTS REVIEW COMMISSION

All people should be able to exercise their human and civil rights and define which rights are most important to them. Rights include basic protections, personal freedoms, and guarantees afforded to everyone. The Universal Declaration of Human Rights of the United Nations and the Canadian Charter of Rights and Freedoms apply to all people. These rights include freedom of speech, freedom of religion, freedom of association, equal opportunity, and equal protection under the law.

What is a rights restriction? A rule, action, or situation that limits the person's choices and/or decisions through controlling their environment, possessions, finances, relationships, and/or actions. If a restriction is imposed for the protection of the person, limitations on a person's actions and freedoms must only be imposed after honest efforts at using a nonrestrictive supportive approach have been tried or when a person needs immediate protection.

What is due process? Regardless of intent, when a service provider imposes limitations, it is expected that people have the opportunity to protest and to be heard by a fair and impartial body. The Rights Review Commission is that impartial body and is made up of volunteers from outside the organization that meet once a month. Where rights have been restricted, the Commission will review recommendations and plans set out to enable people to retain or regain their rights as well as to safeguard the human, civil, and legal rights of all people who receive services from Community Living Algoma.

As an organization, Community Living Algoma recognizes the need to do more to educate and heighten awareness of rights restrictions. The Commission had developed a work plan for the 2021/2022 year that addressed the number of restrictions that included rights assessments, data collection, education/training to staff and people supported, increased expectations of action plans for skill building and informed choice, new member recruitment, and new forms and documentation requirements. We continued to work on this plan in 2022/2023 with the primary focus on member recruitment, rights assessments, and elevating the awareness for financial skill building for those supported to further reduce the number of financial restrictions imposed and for people to have more control over their own funds.

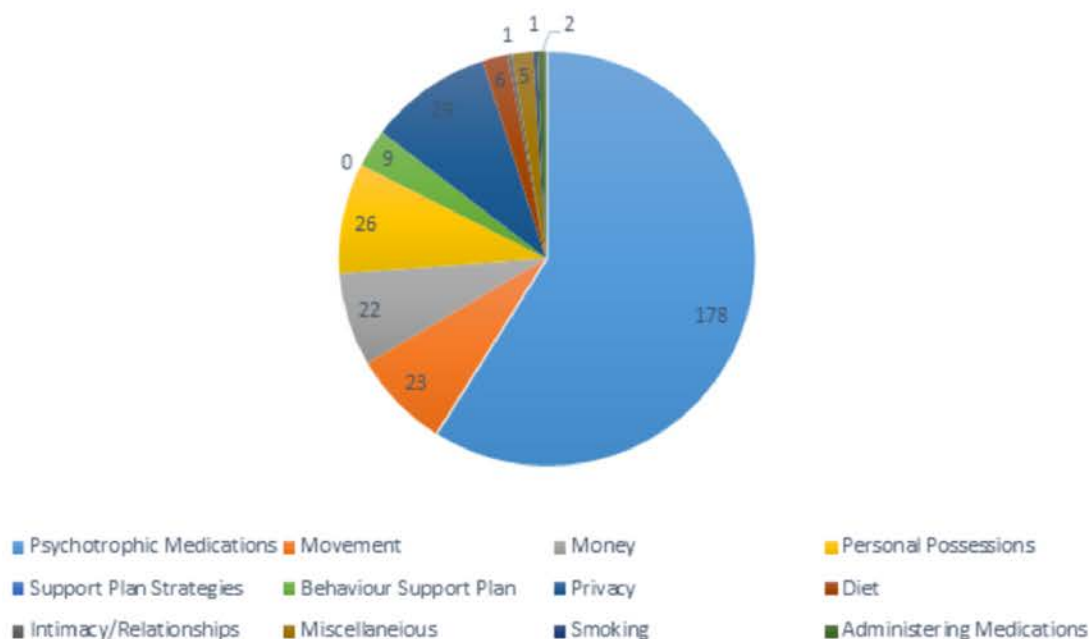
As we diligently work on increasing our service capacity and completing assessments, we are anticipating an increase in the overall restrictions reviewed. However, we are confident that with education and heightened awareness, the impact will be minimal. We will continue to provide more education to people supported and their support staff to identify and recognize restrictions being imposed by us as the service provider. Our organization's work with Dr. Jacques Pelletier and his team has provided insight, education, and assistance to the Commission in the analysis and reduction of psychotropic medications, support plan strategies, and behavior support plans.



At the end of 2022, we once again seen a 5% decrease in the overall restrictions, and this is a trend we will strive to continue.

In 2022, the Rights Review Commission reviewed the restrictions of 84 individuals who receive services and reviewed 302 restrictions. Those restrictions are depicted in the graph below:

2022 Rights Restrictions Reviewed



Psychotropic Medications: any medication used to alter a person’s behavior/mood

Movement: gates, mechanical cuffs, brakes on wheelchairs, seatbelts, bedrails

Money: ODSP in trust to CLA, limiting the amount of money that can be spent, unable to purchase items

Personal Possessions: locked closets, fridge, cupboards, access to belongings

Support Plan Strategies: reviewed for recommendations

Behaviour Support Plan: reviewed only for recommendations

Privacy: bedroom checks, visual/audio monitors, door/window chimes, 1:1 supports/community access

Diet: liquid amount restrictions, being on a diet, certain food restrictions

Miscellaneous: must wear bodysuits/one piece clothing, helmets

The Commission is excited to continue with our work plan for 2023/2024 and look forward to assisting people supported to further reduce the number of restrictions imposed. We would like to take this opportunity to thank Jennifer Wiwchar (Director of Quality Assurance) for her continued guidance and knowledge and Kim O'Reilly for her many years on the committee. Her dedication and commitment to CLA will be missed. For many years Kim dedicated her time to the Commission and remained a strong advocate in assisting people to retain their rights. We wish her all the best, and truly hope we cross paths again someday.

We would also like to thank the Rights Review Commission members for their dedication and support to ensuring that due process is in place for the people we support. Thank you to Rosalind Ennis, Kali Bertolo, Larissa Richmond, Evi McKee, and Deborah Chadwick.

Respectfully submitted by,

Sabrina Wade
Coordinator/Staff Support

	2019	2020	2021	2022
Psychotropic Medications	201	193	181	178
Movement	30	31	27	23
Finances	31	29	24	22
Personal Possessions	23	20	24	26
Support Plan Strategies	8	6	5	0
Behaviour Support Plan	11	8	7	9
Privacy	32	28	32	29
Diet	8	10	8	6
Intimacy/Relationships	1	2	1	1
Miscellaneous	9	5	6	5
Smoking	1	1	1	1
Administering Medications	1	1	2	2
Totals	356	334	318	302



Awards



Jessvin (Sault College student) teaches Anthony how to play basketball;
Bill celebrates a milestone birthday;
Ann celebrates Canada Day with a cupcake and her baseball cap



Champion of Inclusion Award

Our Lady of Lourdes French Immersion Catholic School



The Champion of Inclusion Award recognizes a person or business who embraces inclusion and incorporates it into many aspects of life. This year, Our Lady of Lourdes French Immersion Catholic School, in Elliot Lake, is our champion.

An inclusive culture and climate are the most important components of any educational setting. They take years to develop and establish, but once in place, serve as the foundational structures to the limitless potential of people, programs and any initiative the school undertakes.

Every February, as part of Inclusive Education Month, CLA launches our “Together We’re Better” contest. Schools and students, from kindergarten to grade 12 and from across Algoma, are encouraged to share examples of how inclusion is evident in their schools. CLA asks entrants to show why we are better together when students who have an intellectual disability are included in the classroom or extracurricular programs.

In the past two years, CLA has received two submissions from Our Lady of Lourdes School. In 2022, CLA received an independent submission from Nickolaus Obach, a grade 7 student. His entry identified how his school included everyone and how an educational assistant was available to assist a student with a mental or physical disability.

In 2023, CLA received a multi-media presentation from an entire grade 7/8 classroom and teachers, Nadia Zanatta Kovas and Vince Ucci at this school. Students used their creativity to find ways to share messaging through videos, photography, role-playing and skits. Their content identified various ways that people can respectfully include individuals with disabilities of varying types, into activities and conversations.

Other District of Algoma schools have also received awards for their entries, however, this is the first time in known-history there has been a back-to-back award presented within the same school.

Last year, Our Lady of Lourdes School’s award winner was viewed as an ambassador of inclusion and, this year, the school has a classroom of students who are collectively the young leaders of an inclusive community. These outstanding examples show how Our Lady of Lourdes principal and staff are committed to promoting and fulfilling the objective of an inclusive school environment, culture, and climate.

Respectfully submitted,
Sergio Iacoe, Manager of Inclusion

Community Partner Award



Cindy Thomas, Bayshore Healthcare

The Community Partner Award is presented annually to honour Community Partners who are making a positive difference for people with intellectual disabilities. When it comes to health care at CLA, ensuring that health and wellness of people supported is paramount. Ensuring that staff receive the necessary training to achieve this goal is essential.

The recipient of this year's Community Partner Award is Cindy Thomas, a registered nurse with Bayshore Healthcare. Cindy is responsive to CLA's health care training needs by providing group training, as part of onboarding, in addition to specialized, one-on-one training. Cindy provides training for all of our controlled act needs such as EpiPen, G-Tube and Insulin, to name a few.

She teaches in the CLA boardroom or, in the case of one-on-one training, in the homes of the people we support. Cindy's passion for teaching, and her due-diligence in educating participants, is what saw her nominated for this year's Community Partner Award. Her compassion towards the people we support is evident in every visit she makes into a person's home.

Before staff apply any hands-on practice, Cindy ensures they understand the theory and practicum behind a process. She then takes the time to ensure that staff understand the various steps and feel comfortable with these processes. She is always available to address questions and concerns. Cindy ensures that people supported, and employees, feel comfortable and are safe.

As a highly-skilled nurse, Cindy has played an integral role in ensuring that CLA offers quality health and wellness practices. Cindy has been our key point of contact for several years and we look forward to a continued partnership. On behalf of Community Living Algoma, we are grateful for our long-standing relationship with Cindy. We look forward to our continued partnership in ensuring the best in health and wellness training for our staff so that we can ensure the best care for people we support.

Respectfully submitted,
Sarah Bernabucci, Services Manager



Volunteer of the Year of Award



Rights Review Commission

Community Living Algoma is pleased to honour volunteers who are making a positive difference for people with intellectual disabilities. The personal commitment made by volunteers across the District of Algoma is significant. Whether it is volunteering their time, efforts, knowledge, or resources, volunteers are making valuable contributions.

This year we would like to present the members of the Rights Review Commission as the recipients for the Volunteer of the Year award.

The Rights Review Commission is an impartial body and is made up of volunteers from outside the organization that meet once a month. Where rights have been restricted, the Commission will review recommendations and plans set out to enable people to retain or regain their rights as well as to safeguard the human, civil, and legal rights of all people who receive services from Community Living Algoma.

We would like to highlight the remarkable dedication demonstrated by each of the Commission members for their ongoing efforts to ensuring due process is in place for the people we support. They have consistently invested their time, energy, and skills to make a positive impact. Their unwavering commitment to CLA's mission, vision, and values deserve this recognition and appreciation.

Thank you for your continued support and advocacy to promoting and protecting the rights of people with intellectual disabilities.

Members of the Commission include Rosalind Ennis, Kali Bertolo, Larissa Richmond, Evi McKee, and Deborah Chadwick.

Congratulations!

Respectfully Submitted,
Sabrina Wade Coordinator/Staff Support



Rachelle enjoys cross-country skiing; Gavin likes ice-fishing; and, Marc and Matthew like exploring.



Success Stories



Clockwise from top left: Gordon Draper (Board of Directors, CLA Council); Marilu Horton (CLA Board of Directors, East Algoma), Emma Reville (CLA Manager of Recruitment); and Steve Haney (CLA Board of Directors, North Algoma-Wawa); John Policicchio (Executive Director, CLA) accepts proclamation from Mayor Dan Marchisella (Elliot Lake); Members; Craig 'CJ' Holmes (ACVA Council) provided a musical medley backdrop during the Re-open House.

Elliot Lake Re-open House



Background

The re-opening of the Elliot Lake comes on the heels of a history that included: a roof collapse, a move to an interim location, personnel changes and the closures due to the pandemic. CLA has spent considerable resources to establish a long-term, permanent home and presence in the city of Elliot Lake.

Located in the hub of the community, the Elliot Lake office is a 2,050 square foot space featuring a spacious and welcoming reception area, four offices, a small conference room, a kitchen area and a larger gathering area at the back. The new space is barrier free/handicap accessible. Jacques Ribout, who is a member of CLA's Board of Directors, was the volunteer Project Manager of Renovations at the new office.

The space is home to a complement of seven staff members who fulfill the roles of community support workers and case management. The office is managed by Geoff Gratton, Services Manager, East Algoma. Although the office actually opened its doors in August 2021, CLA paused the official re-opening through the COVID pandemic.

The Elliot Lake CLA office is located at 9 and 11 Saskatchewan Road in downtown Elliot Lake. The office is open Monday to Friday and contact info is (705) 848-2475 or toll-free at 1-800-385-7235.

Event Program

The Grand Re-Opening was a come-and-go event held between 3 p.m. and 5 p.m. on September 8, 202. The ribbon-cutting ceremony was at 3 p.m. Invitees could enjoy a tour and an opportunity to meet with CLA executives, management and staff. Music (guitar) was provided by Craig 'CJ' Holmes (Council member). Light food fare was provided. Door prize draws were also held. Tai B. (a person volunteering with CLA East Algoma office) acted as door greeter and encouraged people to sign up for the draws.

Invitees:

Invitations were issued to contacts in the East Algoma in the developmental services sector, health care, childcare, behavioural supports, child protection and municipal representatives. Approximately 40 people attended including 10 people supported by CLA.



John Policicchio (CLA Executive Director); Mayor Dan Marchisella (Elliot Lake); CJ Holmes (ACVC member); Geoff Gratton (CLA Services Manager, East Algoma); and Jacques Ribout (CLA Board of Directors Member and volunteer Project Manager of Renovations of the 9 and 11 Saskatchewan Road location).

Elliot Lake Re-open House



Profile of dignitaries: City of Elliot Lake Mayor Dan Marchisella (certificate presentation); Councillor Ed Pearce and Councillor Sandy Finamore. Note: Kristin Doyle, (Deputy Clerk & Accessibility Coordinator also attended from City of Elliot Lake)

CLA Staff included: John Policicchio (Executive Director); Tania Gagnon (CLA Director of Services and Supports); Geoff Gratton (Services Manager, East Algoma); Jenn Wiwchar (Director of Quality Assurance) Nicole Clark (Services & Support Assistant), Kristina Garrison (CSW East Algoma) , Melissa Pike (CSW - Elliot Lake), Emily Reville (Manager of Recruitment); Anne Charron (CLA Case Manager, East Algoma, Blind River & Elliot Lake); and Cindy E. Crawford (CLA Coordinator, Communications and Marketing).

CLA Board of Directors: Board members had attended a combined virtual/in-person meeting at the Elliot Lake office. Those who were attending virtually were given an on-camera tour by Geoff Gratton (Service Manager, Algoma East). In-person Board of Director attendees at the event included Marilu Horton (East District One – Blind River); Gordon Draper (Director-Self Advocate), Jacques Ribout (Vice-Chair and volunteer Project Manager of Renovations) and Steve Haney (CLA Board of Directors, North Algoma-Wawa).

Council of CLA member, Craig 'CJ' Holmes was also in-attendance and participated in the ribbon-cutting ceremony.

(*Blind River Council had committee meetings on the same evening so no attendees present)

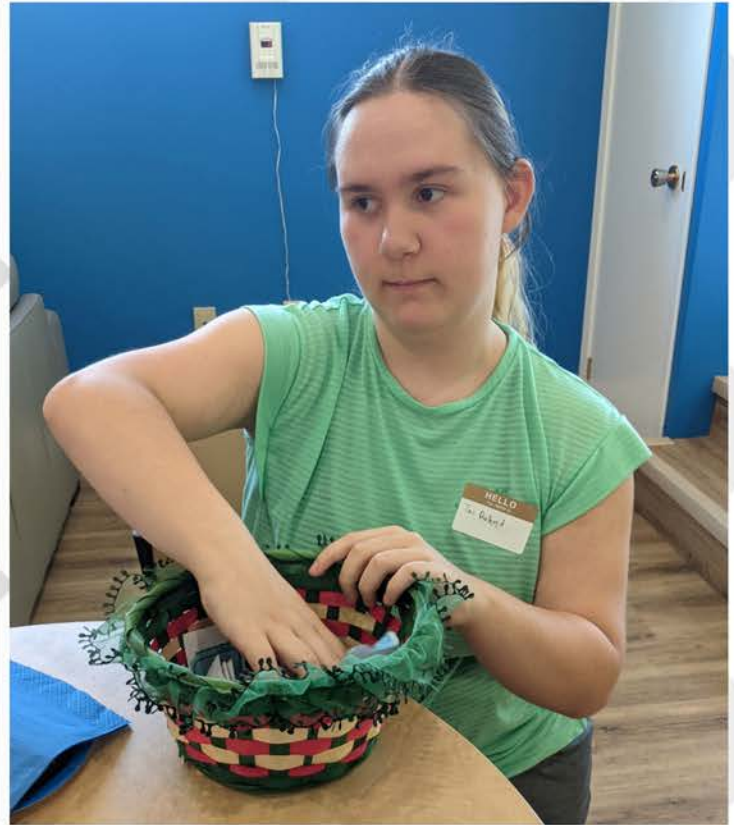
Regrets: Carol Hughes, MP; Mike Mantha MPP (certificates provided)

Comments from invitees: Response was positive. Many comments made on the welcoming aspect of the space including accessibility. People were pleased to know there was a 'storefront' location where people can now be directed to for support or where they could go to for their own resources.

Media coverage was extensive and included interviews on the day of the re-opening.

Report submitted by:

Geoff Gratton, Services Manager, East Algoma (Elliot Lake and Blind River)
and Cindy E. Crawford, Marketing and Communications Coordinator, CLA



Clockwise from top left: Jenn Wiwchar (CLA Director of Quality Assurance) and Geoff Gratton (CLA Services Manager, East Algoma); Tai B. helped sign in guests and draw prize winners; J; Anne Charron (CLA Case Manager, East Algoma, Blind River & Elliot Lake); Marilu Horton (CLA Board of Directors, East District One - Blind River) and Elaine Johnston (Director of Service, Nogdawindamin Family and Community Services); John Policicchio (Executive Director); Councillor Ed Pearce; and Jacques Ribout (CLA Board of Directors Member and volunteer Project Manager of Renovations of the 9 and 11 Saskatchewan Road location)



the **EMPLOYMENT** network

Employment continues to be a growing and evolving cornerstone of Community Living Algoma. During the 2022 calendar year and first half of 2023, many components of the employment sector saw positive movement, following several years of COVID-19, its impact, and the turmoil it created.

Those days are now behind us and we begin to rebuild and raise our standards and expectations around employment. We understand and appreciate that acquiring casual, part-time, or full-time employment, or volunteer opportunities for people, by building and developing relationships with others, adds to a positive culture in the workplace setting. It also creates a sense of purpose for every person if provided with the opportunity to do so. Simply put, employment develops citizenship and creates hope, which will result in a happier and better life for people.

Statistically, our active participation in both the permanent and summer employment landscapes has improved during the past year. More people we support are actively working or seeking employment on a casual, part-time, or full-time basis compared to 2021-2022. We have also secured more local employers to provide job opportunities and several others who are interested in doing so. The same is true on the summer employment front. During the summer of 2022, more students were employed and supported by a larger crew of job coaches and coordinators, compared to the previous summer. The same trend has continued this summer with a further increase in people supported, job coaches/coordinators hired, and employers supporting the May to August employment program. In fact, we have now expanded the summer employment program to the Eastern area of our organization with a student working in Echo Bay this summer supported by a job coach. This is all encouraging news, since we view summer employment as a stepping stone to permanent employment for the people we support.



Clockwise from top left: Kaia (job coach) and Mikayla (student) tossing dough at Little Caesars; Danny (student) at KOA Campground; Hannah (student) and Ava (Job Coach) with City of Sault Ste. Marie; and Hannah (job coach) and Colin (student) at Towel Tag



We owe so much to many individuals and organizations for their support of our summer employment program. Our educational partners, both at the secondary and post-secondary levels, continue to work with us at the table assisting students to create viable, worthwhile opportunities for as many as possible. Our employers, who continue to see the value of hiring people with disabilities, making their businesses more successful and profitable by employing high quality, dedicated individuals. The financial support we receive from Employment & Social Development Canada through the Canada Summer Jobs Wage Subsidy program is used each year to be able to hire job coaches and coordinators. And of course, to our Community Living Algoma Board of Directors who year after year, continue to provide financial support to ensure we can create the optimum number of employment opportunities for people with disabilities and the people who support them on the job, daily.

Although we have seen growth and positive gains made in both the permanent and summer employment areas, we know that much long-standing work remains to be completed. Training involving our employment advisors and myself continues to be a priority with experienced, knowledgeable local and provincial leaders in the sector, namely Bob Vansickle. We are in the process of developing both employment division mission and vision statements related to those of Community Living Algoma, along with a tagline and 30-second message that summarizes our priorities and defines who we are. Additional marketing and promotion strategies include the development of our very own theEMPLOYMENTnetwork website, Instagram, Facebook, and LinkedIn sites, as well as the printing and distribution of brochures and accompanying letters to prospective employers and others in the employment field.

We appreciate the value of creating, building upon, and sustaining both existing and potential partnerships with members of our communities in Sault Ste. Marie, and East and North Algoma. These include local Chambers of Commerce, employers, employment providers, educational institutions, municipalities, and many others. In fact, beginning this fall, we are pleased to be entering into a 3-prong partnership with the Algoma District School Board and Sault Area Hospital entitled "Project SEARCH", a school to work transition program for young people with an intellectual or communication disability.

The program takes place entirely at the workplace. Through daily instruction with an ADSB teacher, job coaching/skills training provided by CLA, and real-life work experiences, student interns gain the skills, independence and confidence to make a successful transition into the world of work.

Lastly, we are committed to constructing two key foundational pieces of theEMPLOYMENTnetwork that we deem as necessary to its prosperity and success, namely:

- i) Pre-Employment Training Program & Accompanying Resources for People with Disabilities
- ii) Employer Disability Awareness Program & Accompanying Resources

The current employment picture for people with intellectual disabilities in Canada is not positive. Their employment rate is only one-third of the employment rate of people without a disability. Yet the research is clear and we know that both youth and adults with intellectual disabilities are ready, willing, and able to work. We know that when given the opportunity, and with appropriate support, they are excellent employees...among the very best. Employers will see:

- 1) Increased Productivity & Performance
- 2) A More Positive Workplace Culture
- 3) Enhanced Consumer Support
- 4) Improved Safety
- 5) Minimal Expense

The blueprint for Community Living Algoma's division, theEMPLOYMENTnetwork, has been designed by those who have come before us. It is now our responsibility to take those plans, update, modernize, and construct a successful sector of our organization, which will last for decades. The benefits to people we support and society as a whole are clear.

Respectfully submitted,

Sergio Iacoe
Manager of Inclusion

COMMUNITY LIVING ALGOMA COMMUNITY ENGAGEMENT PROJECT



Over the past two years, CLA has been working on the Community Engagement Project with Dr. Al Condeluci. The main goal of the Community Engagement Project is that people with disabilities are included and are full citizens of their community. This project has two components: Micro and Macro.

As part of the Micro aspect of the project, CLA hosted several virtual training sessions facilitated by Dr. Condeluci. These sessions were open to CLA employees, community partner agencies, and agencies from across Ontario. Topics featured in these virtual training sessions included:

- Ethics and Social Capital
- Organizing for Social Change
- Culture Change
- Power Thru Groups and Teams
- Seminar for Leaders and Supervisors
- Ideas For Macro Change

These virtual training sessions were met with great success. These learning series sessions will continue, in the fall of 2023, in order to provide opportunities to continue to share knowledge and collaborate on issues to address barriers with solutions for people with disabilities.

The Macro aspect of the project has been focusing on a test group involving six staff and six people supported. The staff wrapped support around the person to explore their community, based on the person's interests. There have also been training components involving working through barriers that staff are facing in connecting people to their community and how we can support the staff to break down these barriers so that people can be true citizens of their community. The training provided tips for success, feedback, strategies etc.

Over the past year, Dr Condeluci has been facilitating virtual training sessions with our management team to build their competence in the areas of community connections and working to address barriers that people with disabilities face within our community. The outcome of these sessions will enable our management team to support their staff to facilitate what is required for people to experience full citizenship within their community. Dr. Condeluci has also worked with our management team around bringing hope and joy back into the work place. In addition, he most-recently provided a historical timeline on the treatment of people with developmental disabilities.

As part of the continuation of the Community Engagement Project, we will be focusing on training for all CLA employees. The focus will be on changing the culture within our organization as we work to make changes to enhance the quality of life for all people we support. CLA will look at how we can broaden our services and incorporate macro changes for all people supported, including people with complex needs. Our training will also centre on understanding social capital and how to assist/support people to build broader relationships in the community.

CLA is very excited to continue to work and collaborate with Dr. Condeluci. We want to take this opportunity to thank Dr. Condeluci for his guidance, support, insight and knowledge on this very important topic of citizenship.

Respectfully,

Tania Gagnon

Who is Al Condeluci?

*Dr. Al Condeluci has been a leader in community building, human services and inclusive advocacy work for the past 50 years. Holding a PhD and MSW from the University of Pittsburgh, Dr. Condeluci has been the CEO of CLASS (Community Living and Support Services) a major nonprofit, community building organization in Pittsburgh, PA from 1973 to 2019. He holds faculty status at the University of Pittsburgh in the Schools of Social Work, and Health, Rehab Sciences and is author of 7 books including the acclaimed, *Interdependence: The Route to Community* (1995) and more recently, *Social Capital: The Key to Macro Change* (2014). In 2018, he received the "Key to the City of Pittsburgh," the highest civilian honor that can be given to a community member. He serves as a consultant, advisor, and human service coach and is on a number of nonprofit boards and government commissions on state, local and national levels. He helped found, and convenes the *Interdependence Network*, an international coalition of professionals, family members, and consumers interested in community engagement and macro change. He can be reached at www.alcondeluci.com, or @alcondeluci on Twitter.*





In November, Community Living Algoma was very pleased to re-connect with Dr. David Pitonyak. David had been instrumental in laying the foundation at CLA around instilling the concepts of positive approaches. CLA hosted two virtual training sessions for over 100 CLA employees and community partners, facilitated by David Pitonyak with these sessions on the topics 'Beyond 'Behavior': Supporting Confidence, Competence' and 'A Sense of Well-Being.'

His training sessions focused on seven quality of life indicators that are often missing in the life of a person who experiences supports through a service system. Based on the idea from Jean Clarke that a person's needs are best met by people whose needs are met, his training examined strategies for supporting not only an individual who experiences disabilities but also the needs of the person's caregivers.

The objectives of the training sessions were for David to facilitate conversation, share his knowledge and experiences on the following:

- Difficult behaviors result from unmet needs;
- Determining what people may be communicating through difficult behaviors;
- The role of physiological or psychiatric needs in the development of difficult behaviors;
- The importance of asking critical quality of life questions in building a support plan;
- The critical importance of addressing caregiver needs in the development of a support plan;
- Ways to support an individual in crisis.
- The critical role of relationships in achieving a sense of health and well-being

These virtual sessions were a huge success. We look forward to our continued partnership with David.

Who is David Pitonyak?

Imagine is the name I give my consulting practice which is dedicated to supporting people who experience disabilities and exhibit, what some have called, "difficult behaviours". In my view, what's most needed when a person engages in difficult behaviours is imagination. The story-line that is floating around about the person is a major part of the problem. What's needed is a new story.

www.dimagine.com



Over 100 CLA staff and outside agencies attended David's two virtual sessions.



David Pitonyak

QUALITY ASSURANCE STRATEGY

As determined by Key Performance Indicators



Last year, Community Living Algoma (CLA) launched its first ever Quality Assurance (QA) Strategy with the use of Key Performance Indicators (KPI). This plan was developed as part of the QA Policy to improve overall supports and working conditions of the organization. We strongly believe “what gets measured gets done”. Having KPIs ensures continuous improvement as part of our commitment to all stakeholders to be transparent and make sound decisions for providing the best quality of supports and services.

As part of implementing this plan, a presentation was shared with the management team, Board of Directors, and the Quality Enhancement Committee as to what our KPIs were and why they matter. Likewise, KPI videos were developed and shared with all staff. Monthly reports were developed and provided to the management team to share within their respective teams.

Our first plan was simply called Key Performance Indicators. This year, that name has changed to Quality Assurance Strategy, aligning with the wording in our policy. The plan spanned from September 2022 to March 2023. This year’s plan will be in effect from April 2023 to March 2024.

This report will review what KPIs are, why they’re important, what last year’s KPIs were, and how well we performed. We will also review what we learned and what’s next.

What are KPIs?

KPI stands for Key Performance Indicators. They are measurements that let you know how close you are to accomplishing a goal. For example, if you’re on a road trip, how do you know how far away you are from your destination? Many of us have phones or a GPS that can tell us if we are headed in the right direction. Your phone or GPS will let you know a few things:



1. How far away your destination is.
2. Which direction to go.
3. If you’ve taken a wrong turn.

Why are KPIs Important?

They measure if what we are doing is successful or not. Like our phone or GPS, KPIs let us know how close we are to completing organization goals, which projects are important, and when we are falling behind.

KPIs also set the direction for what our expectations are and help keep us accountable to them. For example, it's expected that we maintain a safe working and living environment, both for staff and the people we provide supports to. With that in mind, we hold ourselves accountable to the compliance indicators as defined by the Ministry of Children, Community, and Social Services (MCCSS) as these are geared towards keeping people safe. If we are scoring low in compliance, that means we need to do better to keep people safe.

What Were CLA's KPIs?

Choosing the right things to measure is important. So, we focused on two pillars of our Strategic Plan: Quality of Life and Workforce Excellence. Every metric we selected to measure falls under one of these two pillars.

Quality of Life

Measuring Quality of Life for people supported helps us to determine how effective we are at providing individualized and person-centered support to children, youth, and adults with intellectual disabilities. We can measure a person's quality of life several ways, but for this QA plan, we focused on four specific areas: Medication Errors, Rights Restrictions, Personal Outcome Measures, and Compliance.

Medication Errors



As Medication Errors have the potential to be fatal, it is imperative that we pay special attention to this area. A medication error involves any kind of administrative error, such as giving the wrong medication, administering the right medication at the wrong time, or failing to administer the medication at all. It also includes documentation errors, such as not signing off that you have administered the medication.

Goal: Reduce the daily risk of errors from 23% to 13%

Rights Restrictions

Sometimes, to keep people safe, restrictions on a person's rights may be imposed. CLA recognizes the influence exercising personal rights has on a person's quality of life. CLA takes the rights of every person very seriously and it is for this reason that we strive to reduce and eliminate a person's restrictions and give them more power and autonomy with their personal choices.



Goal: Reduce rights restrictions by 5%, from 318 to 302

QUALITY ASSURANCE STRATEGY

As determined by Key Performance Indicators



Personal Outcome Measures



The Personal Outcome Measures (POM) process is a widely accepted means to determine the quality of life for a person. It was developed by the Council on Quality and Leadership (CQL). Data collected from the POM interview process helps us gauge how effective we are in supporting people to achieve their full potential. During the pandemic, POM interviews were not conducted on a consistent basis to derive meaningful data. We needed to collect current information to develop a new baseline in order to determine what areas we need to focus on next.

Goal: Conduct 30 POM Interviews

Compliance

Compliance, as detailed through Quality Assurance Measures (QAM) developed by the MCCSS, complements the supports we provide. They outline quality standards of care, in a safe and secure environment. It is helpful to view compliance regulations as part of our Quality Improvement Strategy. By working on achieving a high compliance rate, we are furthering the outcomes in people's lives.

Goal: Achieve 80% Compliance



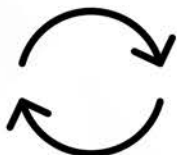
Workforce Excellence



Having productive and effective staff teams is critical for achieving outcomes for people supported. However, staff reported they were feeling stressed, overworked, and ultimately burnt out. For that reason, we started paying attention to several important indicators: Service Capacity, Turnover, Overtime (OT), Recruitment, and Absenteeism. Service Capacity is an indicator of our workforce excellence. We cannot increase our capacity if we are unable to accommodate current work schedules. This indicator will reflect our progress in recruitment and reducing OT, voluntary turnover, and absenteeism.

Goal: Achieve 95% capacity

Turnover



The longer an employee remains with CLA, the more training and development they can partake in. This also gives us a larger pool for leadership development and succession planning.

Goal: Reduce turnover to 0.95% per month

Overtime



Effective staffing complement will be best determined by OT and forced OT occurring organization wide. We specifically measured overtime on weekends as this was an area where we see high overtime. Weekend shifts are from Friday to Monday.

Goal: Reduce forced weekend OT by 100% and regular OT by 50%

Recruitment

We cannot provide quality care unless we have adequate staffing. We must recruit to allow for sufficient coverage of available shifts, training, and service capacity growth. Having sufficient staffing levels means these objectives can be reach without our current staff feeling overworked or overloaded with avoidable pressures.



Goal: Recruit 20 new staff

Absenteeism



Sick time is a good indicator on Workforce Excellence. If staff are feeling overworked and burnt out, we would likely see an increase of sick hours. Additionally, cold and flu season yield higher rates of sick time that are unavoidable. The Canadian Labour Congress reports that an average employee will take 5 sick days per year per person.

Goal: Reduce organizational sick time to 833 hours per month

Where Does our Data Come From?

Our data comes from several sources. OT, Absenteeism, and Turnover data come from Human Resource (HR) tools like Staff Schedule Care and BambooHR. POM and Service Capacity come from AIMS, an information system used for hosting person supported information. Rights, Compliance, and Medication Error data all come from internally managed spreadsheets.

QUALITY ASSURANCE STRATEGY

As determined by Key Performance Indicators



General Statistics

Below is a summary of some of our important organizational data.

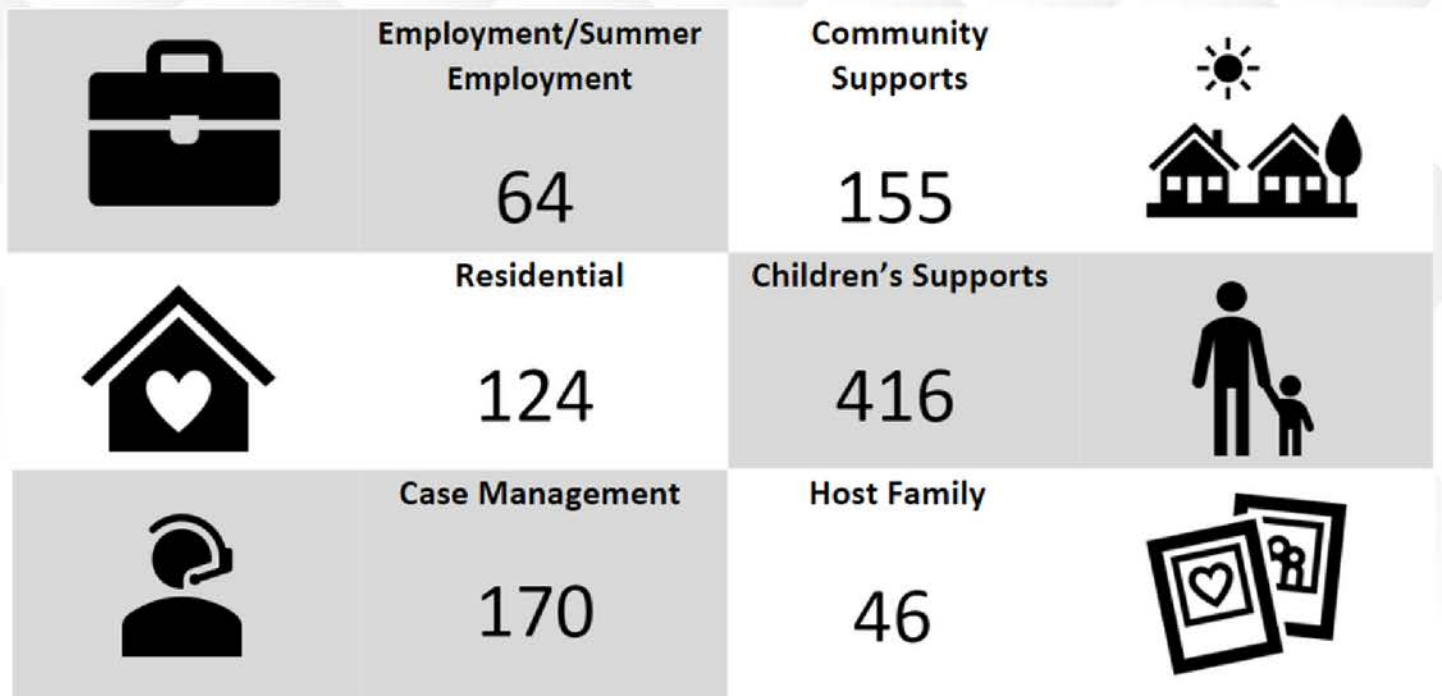
Employee Data

This data is from April 1, 2022 to March 31, 2023, which exceeds our reporting period for the KPI plan.



Service Capacity Data




From April 1, 2022 to March 31, 2023.












How did we do?

For our first time, we did well. While we didn't meet all our targets, we did see some improvement across most areas.

Grade Definitions

	We met or surpassed our target		We did not meet our target, but are trending in the right direction		We did not meet our target or make significant progress
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	Measurement	Grade	How We Did
Quality of Life	Medication Errors		We only managed to reduce our medication errors by 4%, to a 22% daily risk that a medication error will occur
	Rights Restrictions		We successfully reduced rights restrictions by 5% for a total of 302 restrictions.
	Personal Outcome Measures		We surpassed our target by 38%, completing a total of 44 interviews!
	Compliance		We were 16% shy of our target, but we did see a 14% increase.
Workforce Excellence	Service Capacity		We surpassed our target by 1%, serving 96% of our capacity.
	Turnover		We didn't meet our target, but we did see a 36% reduction in turnover.
	Overtime		Overtime remained high, 133% above our desired target.
	Recruitment		We surpassed our target by 60%, hiring 32 new staff.
	Absenteeism		We didn't meet our target but came within 13% of our desired target.



What's Next

From April 1, 2023 to March 31, 2024, we will focus on enhancing our current KPIs by tracking more variables to see if we can discern further trends. One of our key metrics will switch from POM interviews completed to specific outcomes related to a person's social capital. Additionally, instead of focusing on monthly turnover, we will start reporting on overall retention rates up to a year.

Additions to Current KPIs

Social-Capital Index (formerly Personal Outcome Measures)



Social capital is a concept that recognizes that people's relationships and social networks are an important aspect of a person's health and quality of life. In fact, having meaningful social capital has been shown to improve people's physical and mental health outcomes.

Retention (formerly Turnover)

Retention is the opposite number of turnover; however, this is not the only change to this KPI. Previously, turnover rates were calculated per month. Now, we will be reporting retention based on a year's worth of data. We will also report at the end of the period how many of the original staff who were employed on April 1, 2023 are still employed by the end of March 31, 2024. From April 1, 2022 to March 31, 2023, we retained 81% of our original staff. However, we had an overall retention rate of 65%, showing us that newer employees are more likely to resign than tenured employees.



Rights Restrictions



In addition to completing rights assessments for every person receiving residential supports, we are also going to work on reducing the number of financial restrictions. A financial restriction could be a person's right to access their money, or their money being held in a trust account that is managed by CLA.

What Have we Learned?

1. Reducing medication errors is not solved by training and raising awareness.
 - For the previous reporting period, the only initiative we managed to implement was raising awareness over medication errors and doing more training on procedures.
 - This did not work in reducing medication errors on its own.
 - In the next reporting period, we will be able to see if our next project, the implementation of an electronic Medication Administration Record system will make a difference on medication errors.
 - In the next reporting period, we will trial medication dispensing units to further reduce the risks associated with medication errors.
2. Overtime (OT) and Absenteeism (Sick Time) don't have a strong correlation.
 - We thought that when OT went up, so would Sick Time.
 - Data shows that OT fluctuates throughout the reporting period, but Sick Time does not appear to be significantly impacted, or vice versa.
 - Further data will be needed to see if one affects the other and what potential influences are to these fluctuations.
3. Absenteeism is largely influenced by holidays and flu season.
 - October and December had the highest Sick Time reported (over 2000 hours each month), the same months as Thanksgiving and Christmas.
 - February and March had the lowest Sick Time reported as we came out of flu season.
 - Reviewing yearly totals in the future will help us confirm this correlation and better plan for months where we know there will be staff shortages.
4. People's Social Capital was greatly influenced by COVID-19.
 - Personal Outcome Interviews indicated that COVID severely affected people's social capital (i.e. relationships, access to the community, etc.).
 - POM interviews from January 1, 2023 to March 31, 2023 showed there was a decrease of 30% [1] in our Social Capital Index, a concept that measures people's relationships and social networks. There was a drop from 36% to 26% from our 2019 results.
5. There are more Rights Restrictions than we are aware of.
 - Through POM interviews and compliance inspections, it was discovered that there were restrictions in place for people that were not reported to the Rights Review Commission.



What Have we Learned?

- While these didn't factor into this KPI plan, the next plan will focus on completing Rights Assessments for every person receiving residential supports.
6. Community Partnerships serve well as unique approaches to meeting internal KPIs.
- We partnered with Sault College to assist with student placements, giving people experience and exposure prior to seeking employment.
 - Some of these student placements resulted in permanent positions within CLA.
 - This will help us in the future as we seek to provide CLA staff as a resource to families who have Passport dollars and want to utilize our services.
7. We need to give ourselves more time to meet our targets.
- We did not allow ourselves sufficient time to reach our targets or discover any noticeable trends. Compliance is one such area where we needed more time to be able to reach our goal of being 80% compliant.
 - Many of our KPIs for this year are similar to the previous year, allowing for more time to reach our objectives and see if our new initiatives are effective.
8. We need to collect more auxiliary data to look for trends.
- We need to determine if our current scheduling practices and procedures prohibit employees from receiving hours or picking up more hours when they are available.
 - For example, is overtime high because we don't have enough relief staff or because relief staff aren't meeting their hourly commitments as per current scheduling practices and procedures?
 - How many shifts are available at the beginning of a schedule that relief must fill? Are there too many open positions that could be linked to high overtime in certain departments? How many full-time, part-time, and relief staff do we need to have a healthy workforce?
9. Recruitment needs to increase substantially over the next year to meet growing pressures.
- Holidays, vacation, sick time, retirement, and turnover are all indicators that we now have more information for.
 - With these statistics, we were able to determine that we need to increase our recruitment from an average of 3 staff per month to 8 staff per month.

- This is to account for waitlist pressures, passport, and the months where we are expecting to see higher rates of absenteeism and turnover.
10. There needs to be more effective communication around KPIs.
- Throughout the reporting period, we developed reports and visualizations monthly.
 - There needs to be more conversation at team meetings regarding KPIs and how staff can contribute to the organization's goals.
11. KPIs are giving us a better picture of what we need to plan for to be successful.
- For example, based on the turnover rate and expected retirements, we've determined that we will need 100 new staff by next year.
12. Collecting data helps us make better decisions and helps us focus on the Strategic Plan.
- It sets the expectations and direction of our projects.
 - It helps us stay accountable to our Mission, Vision, and Values (i.e. rights assessments need to be done to ensure due process).

How are our Percentages (%) Calculated?

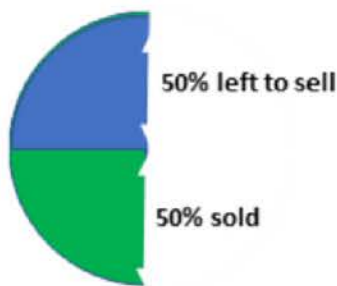
Imagine you have a pie:



Now imagine you want to sell 50% of the pie:



After awhile, you check to see how much sold:



How much of the entire pie sold: $\frac{1}{4}$, or 25%

How much of your goal you achieved: $\frac{1}{2}$, or 50%

How much of your goal is left: 50%



















So, even though only $\frac{1}{4}$ of our pie sold, we only wanted to sell $\frac{1}{2}$, or 50% of the pie. This means our goal is 50% completed and 50% away from being accomplished.

QUALITY ASSURANCE STRATEGY

As determined by Key Performance Indicators

Final Summary of Raw Data

September 2022 – March 2023

Measure	Measurable	Desired Trend	Starting Metric	Target	Actual	% From Target	Outcome
Medication Errors	Daily Risk of Med Errors		23%	13%	22%	69%	
Rights Restrictions	Number of Restrictions		318	302	302	0%	
Personal Outcome Measures	Interviews Conducted		2	32	44	38%	
Compliance	General Compliance		59%	80%	67%	16%	
Service Capacity	Fiscal Capacity		83%	95%	96%	1%	
Turnover	Voluntary Staff Turnover		1.87%	0.95%	1.2%	26%	
Overtime	Weekend* OT Hours		173	69	161.2	133%	
Recruitment	New Staff Hired		3	20	32	60%	
Absenteeism	Monthly Sick Hours#		1312.02	833.33	943.40	13%	

*a weekend is Friday to Monday

#includes Personal Care time and COVID Sick time

Calculations of Percentages

$$[(\text{Actual} \div \text{Target}) \times 100 - 100]$$

This calculation measures how close we got to our target. For example, if our target was 60% and we reached 40%, we came within 33% of our target.

'INCLUSION AND DIVERSITY'

Presentation featuring Shelley Moore

In October, CLA and our community partners hosted the "Inclusion and Diversity" presentation with Shelley Moore. These sessions specifically targeted inclusion, diversity and equity. Sub-topics included inclusive education, curriculum design, equity & access, inclusive IEPs, universal supports; and need-based planning. These sessions were attended in-person and virtually by a diverse group of individuals in the social services fields, education systems and by the public, namely family members or caregivers of people diagnosed with an intellectual or developmental disability.

Shelley is a teacher, researcher and storyteller. She is also the author of the best-selling book: *One without the Other: Stories of Diversity and Inclusion*; podcaster and blogger (*Five Moore Minutes*); plus an acclaimed, in-demand speaker at national and international conferences.

The 'Inclusion and Diversity' Presentation: Monday, October 24 at 12:30 p.m. and 6:00 p.m. The afternoon session was primarily for employees in the social services industry with an emphasis on families and caregivers during the evening session. Both were two-hour sessions followed by a half-hour for Q & A.

Committee:

John Policicchio, Executive Director; Sergio Iacoe, Manager of Inclusion; Nicole Clark, Executive Assistant; Lucas Cliffe, Manager of IT; Luisa Coppola, Service Manager of Interagency Collaboration; and Cindy E Crawford, Co-ordinator of Communications & Marketing.

Funding Partners:

Algoma Family Services

Children's Aid Society of Algoma

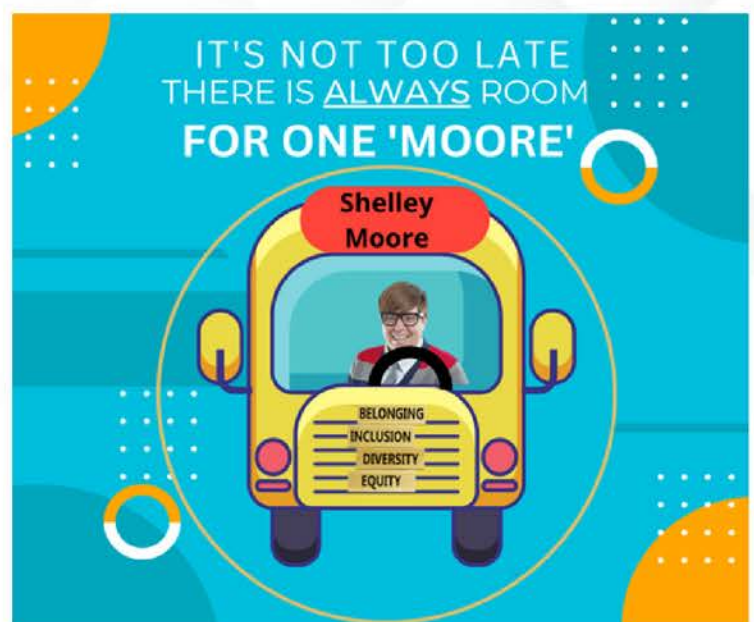
Nogdawindamin Family and Community Services

Thrive

Huron-Superior Catholic District School Board

Sault Ste. Marie Down Syndrome Society

Algoma District School Board



'INCLUSION AND DIVERSITY'

Presentation featuring Shelley Moore



Opportunities for Funding Partners

A registration table had brochures with or other literature available as take-aways for attendees. An information card, included at each table, enabled attendees to access a QR code to learn more about the funding partners and CLA.

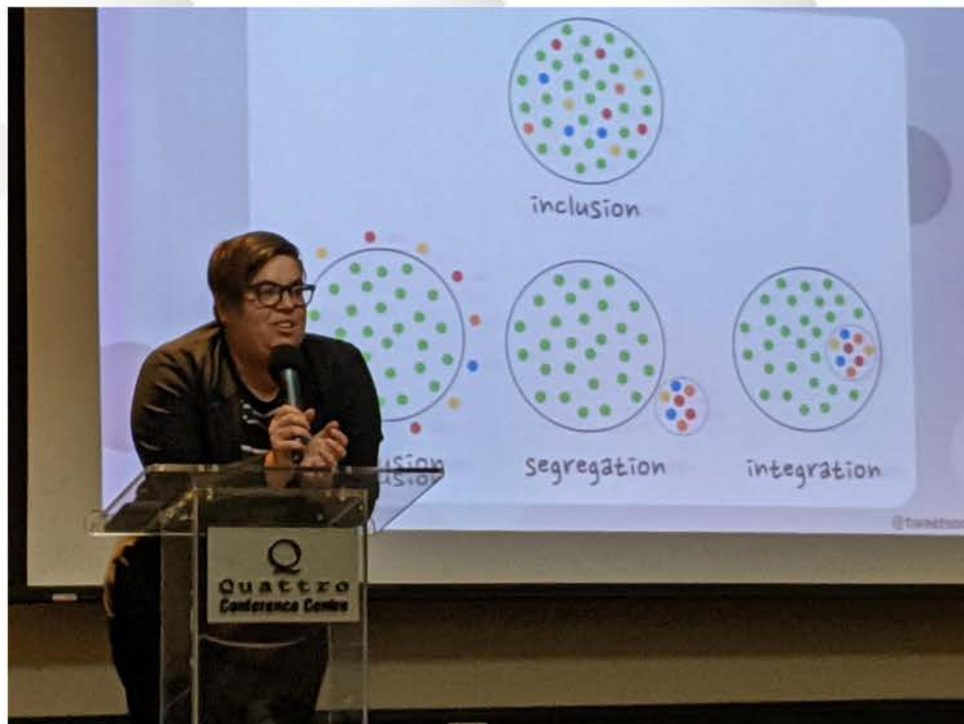
Follow-up:

Since the Shelley Moore presentations, CLA has commenced conversations with our community partners who participated in the Shelley Moore event to ensure that it is not a “one and done” event. In a meeting with Shelley Moore, she shared that the next logical next step would be a five-part learning series for our community. CLA continues to communicate with the community partners to determine what shape the next event will take, possible timeframes and to determine what each stakeholder wants to achieve/accomplish through their next investment.

Submitted by

Sergio Iacoe, Manager of Inclusion, Chair of Shelley Moore Presentation Committee
and

Cindy E. Crawford, Co-ordinator Communications & Marketing;
Shelley Moore Presentation Committee Member



Dr. Shelley Moore



John Policicchio (Executive Director, CLA) provided opening remarks to the capacity crowd, as shown. Presentation committee members included John, Cindy E. Crawford (Marketing & Communications Coordinator); Nicole Clark (Executive Assistant); Dr. Shelley Moore; Jacques Ribout (Board of Directors member); and Sergio Iacoe (Manager of Inclusion). Not shown: Lucas Cliffe (Manager, IT).

THANK YOU
TO OUR
FUNDING
PARTNERS





The Response Team provides time-limited support for people who may be experiencing difficulty in their current situation. There are many exciting situations that require the innovative support of the Response Team. We use a biopsychosocial, humanistic, person-centered approach to walk alongside people who are experiencing an emergency, which requires an immediate response. Our role is to assist in reducing the stressors that people are experiencing as much as possible and assist them with adaptive skills to get back to living the life they want to live. Our focus is on a holistic approach and often involves collaboration with other community partners. This short-term support is to address the emergency the person is experiencing. We then provide support to help the person, and staff, transition back into their regular routine, with the support they need.

Response Team Mission Statement

We are a team that enters and supports a person during a time of need. We go in with no judgement and walk alongside the person to fulfill any unmet needs. Any interventions are time-limited and overcome barriers and aid the individual to reach their full potential. The intention, or goal, is to improve a person's quality of life. There is no distinction between the individual and the team; we are one team working towards the same goal in an environment that promotes transparency, honesty, positivity and integrity.

How We Evolved

The concept of the Response Team started nearly three years ago, when teams were assembled as urgent situations arose. It was soon apparent that pulling from within our current resources was not ideal. There always seemed to be an urgent situation, leaving gaps in other areas. Through October and November 2021 – after collaborations with management, staff and union representatives – a proposal was created to trial a designated Response Team. Throughout the next six months, it was clear that a staff complement of two full-time and one part-time staff was not enough, as we were still pulling staff from other areas. So, in June of 2022, five permanent full-time positions were posted.

Over the past year, we have assisted three people who were living long-term in the hospital back into their own homes, in the community, with support. We have worked with other agencies to provide support to prevent four youth from being relocated outside of our community.

We currently have approximately 25 people who we are involved with on a regular basis. We are quite busy with this work; however, we did make a commitment to assist in reducing forced overtime. Since just before Christmas, we have covered over 200 shifts that would have otherwise resulted in forced overtime, managers providing direct support, or people having to go without that support.

We have had to, and continue to, dispel myths about what we do. We really want people to know that we do not only support people with 'challenging behaviors,' and that, if the person they are supporting is going through a challenging time we do not come in to replace the existing staff. We support a variety of different people, with a variety of different support needs. We also know that people who are typically labelled as 'complex' or having 'challenging behaviors,' really are not so challenging. Recognizing that we all go through difficult times, and all react in our own ways, we work to identify what the person is missing in their lives that is causing the challenge. Having enough support, natural relationships, addressing health concerns and taking the correct medications can go a long way towards achieving a healthy, balanced lifestyle.

This past year-and-a-half has been a wonderful experience for all of us who have been a part of the Response Team, and we are looking forward to continuing to learn and grow.

Respectfully submitted by,

Amanda LaChapelle - Associate Director of Services and Supports; DSO/Intake Coordination;
Urgent Response; Clinical Supports

and Rob Garofalo - Manager of Specialized Supports; Response Team



Team Member Testimonials

"My biggest take away since I started with the Response Team is how effective patience, composure, and humility is at creating lasting relationships, strong connections, and positive outcomes. I've had the privilege of watching the team evolve and expand person centered approaches into a more welcomed and universally understood technique that others can adopt."

– Rolland Lariviere, Direct Support Professional

"What I like most about being part of the Response Team is being able to help when people feel overwhelmed. I like that I am able to work with different people and build relationships with them to help them succeed and feel comfortable. I like that we work as a team and are always willing to help when needed."

– Amanda Woolley, Direct Support Professional

"The reason I choose to be a member of the Response Team is seeing the people we support grow and learn from their struggles. There is no better feeling than helping someone to live their best life."

– Kevin Olson, Direct Support Professional

"I enjoy a challenge. I like being there in the beginning, when people are struggling the most, being involved in helping them get back to where they want to be and seeing the result. It is an accomplishment for the person we are supporting, but also an accomplishment for myself."

– Brian Walls, Direct Support Professional

"What I would want people to know about our Response Team is that no matter what the situation is, someone is there for you. There has never been a time where I feel like I am on my own. I have started working with people who are at the toughest point in their lives, feeling like they may never get out of the spot they are in, and getting to a place where they live independently with some support. One of the most rewarding things about my job is to get a call from someone I am supporting saying "I actually don't need any support today, I did it on my own."

– Nicole Horvath, Direct Support Professional

THE EVOLUTION OF THE WELCOME CENTRE

In 2022, as the doors of our organization re-opened and the change of season got underway, it also meant the start of our Summer Employment Program. We were thrilled to have two exceptional summer students, Isabel (Izzy) and Jack, join us along with their dedicated job coach, Emma Grace. Their presence at the front Welcome Centre brought a wave of enthusiasm and joy, and interacting with them quickly became a daily highlight for our staff as they embarked on their workday.

Throughout the summer, we discovered that Jack possessed natural leadership and facilitation skills. By the end of the season, he had seamlessly taken charge of our 'Feel Good Friday' sessions, skillfully guiding conversations and encouraging people to share their celebrations and stories.

Isabel, who recently relocated here from Southern Ontario, expressed her excitement about her role at our organization. She reminisced about her childhood, when she would 'play office' and pretend to answer phone calls, complete paperwork, and work on the computer, just like her mom. Isabel's opportunity to work with us was a dream come true for her, as she aspires to eventually have a career in an office environment, with the hope that it will be here at CLA.

Throughout the summer months, both students exhibited remarkable growth, surpassing milestones and making significant strides in their employment journey. We take great pride in celebrating their accomplishments and recognizing their unwavering dedication.

With the next transition into a new season for the Welcome Centre, we decided to bring on board two part-time employees, Hannah and Will. Hannah, who had previously been a summer student, had already showcased her commitment and enthusiasm during that time, leading us to offer her a continued position. William, alternatively, applied from the community, displaying the same passion and alignment with our organization's Vision that we value in our team members.

Respectfully submitted,

Nicole Clark
Executive Assistant

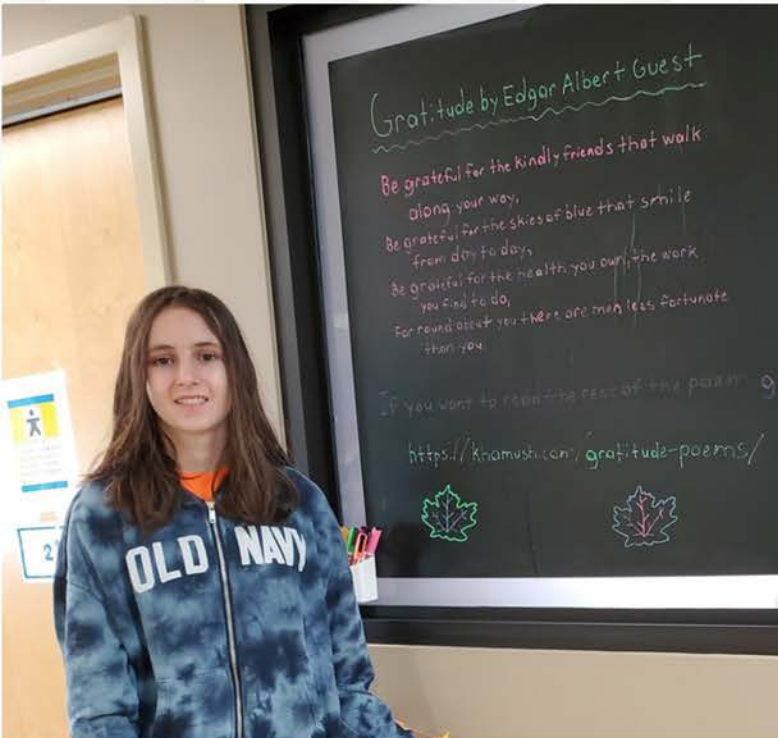
THE EVOLUTION OF THE WELCOME CENTRE



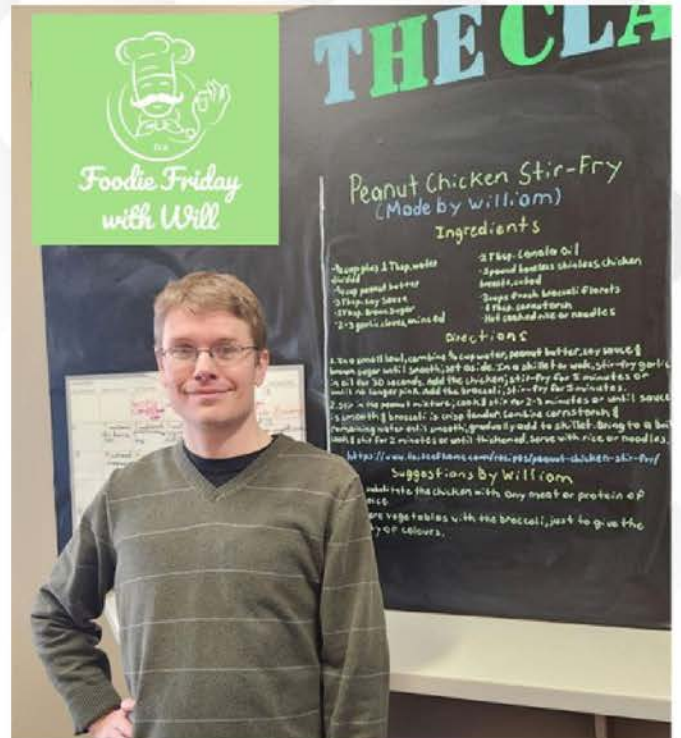
Jack (Summer Student), Gabbe (Job Coordinator), Emma (Job Coach) and Izzy.



Izzy



Hannah Hopkins



William

"HELLO" FROM THE WELCOME CENTRE

Following the mayhem of COVID, we, at the Welcome Centre, are officially back into the full swing of action. We are working diligently to have the Welcome Center, at 99 Northern Avenue, live up to its name.

Our team is responsible for warmly greeting guests as they arrive at Community Living Algoma (CLA). In addition to our welcoming role, we also assist with various administrative tasks to keep the organization running smoothly. Our team also provides informative and engaging tours for both guests and new staff members, highlighting the many programs and services offered by CLA. With a friendly and approachable demeanor, we the Welcome Center team acts as the heart of the organization, fostering a sense of community and belonging. Whether providing guidance to visitors, managing paperwork, or leading tours, our team plays an essential role in creating a positive experience for all who interact with Community Living Algoma.

Though we have only been working with CLA since the fall, we have learned a great deal and we are excited as we move into the new fiscal year. We have gained many skills in our time, here, and are excited to begin tailoring them in the following year.



We started the 2023 year by creating a Mission statement that is unique to our role at CLA. By brainstorming our responsibilities, goals, and expectations in the Welcome Center, we were able to make a Mission statement that they feel best represents us.

The Welcome Centre Mission statement is as follows:

"Here in the Welcome Centre it is our mission to inspire positivity and enthusiasm by supporting and reassuring the individuals visiting our center. It is with kindness, hospitality, and a smile that we embrace all individuals; ensuring every person leaves feeling valued and appreciated."

As a team, we have spent time investigating customer service and hospitality, getting to know the familiar faces and roles around the office. We have also completed hours of professional practice both with our direct resource staff and also with Sault College students.

We have had the opportunity to host events in the Welcome Centre, including Feel Good Friday, a Valentine's day party, and even a craft vendor.

"HELLO" FROM THE WELCOME CENTRE



It is always fun to have new faces join us and to get to know new people. We also had the chance to have a Sault College student shadow us for four days in the Welcome Centre where we taught her what it is to be a CLA Welcome Centre greeter.

A newer addition to our roles includes being an expert tour guide on everything about 99 Northern Avenue. Since January, we have provided tours for approximately 35 individuals new to the building. It is always a positive experience to help new staff become comfortable in the office and we are receiving great feedback from visitors.



Another exciting process currently happening is the start of our summer students and job coach program. Emma Mangone is joining the Welcome Centre, again this summer, with Izzy. Ava is also joining with Emma as her job coach, as well. Izzy and Ava are friendly faces up at the front Welcome Center, greeting individuals, taking

people to meeting rooms, and working through various administrative tasks. Emma acts as their support and guide while they tailor their new skills.

Izzy joined the team last summer for a student placement and this inspired her to do her school co-op with us throughout the year. We are happy to have Izzy joining us again and being able to watch her skills grow each day. Ava has joined us for the first time this summer placement and we are excited to watch her growth as well.



Moving forward in the summer of 2023, we are planning to roll out a new service! The team has worked hard over the year to provide as much assistance with meeting preparation as possible, and now, we think with our new portable catering

cart we will be able to do so even more efficiently. This cart keeps all the dinner meeting goodies you need; plates, cups, cutlery, bowls, and more. Next steps include educating staff on the online forms that they can use to request the service, as well as having a 'soft trial' to ensure efficiency. We are very excited about moving into this phase of the summer!

Respectfully submitted,

William Mazachowsky & Hannah Hopkins
Welcome Centre Greeters

SPEAKING OUT CONFERENCE 2022

Attending the 'Speaking Out 2022' conference meant bringing more voices to an already-growing self-advocacy event while also empowering the Algoma Community Vision Council with new resources, contacts and tools to further build their advocacy profile and action list. This year's theme was 'Being Our Best Self in 2022'.

Gordon Draper (ACVA) and Nicole Clark (Executive Assistant) attended the October event which was held at the Port Elgin CAW Education Centre. The program included 'Unstoppable Tracy' as a keynote speaker. Tracy, a four-way amputee, provided an inspiring talk on how to overcome barriers, uncertainty and fear. Tracy is an acclaimed guest speaker, decorated athlete, honoured humanitarian and best-selling author. It was also an opportunity to network with many self-advocates and re-connect with Yvonne Spicer and Theresa Somerton, who have been amazing mentors to CLA's ACVA (formerly the Council).

During the presentation, self-advocates delivered presentations on rights, community inclusion, effective advocacy and language. Public speaking workshops also provided an opportunity to build confidence for self-advocates.

During the three-day conference, Gordon connected with self-advocates from across Ontario, and left inspired by the presentations. He is looking forward to attending future conferences with the Algoma Community Vision Advocates and hopes that other self-advocates in Algoma attend the conference in the future.

The presentation was made possible through self-advocates and support professionals from The New Vision Advocates, New Day, Leaders of Today, Our Choice Matters and Meeting of the Minds.

(Speaking Out 2023 – October 20-22, 2023 – Port Elgin, Ontario)

To Learn more visit: www.speakingoutconference.com



Self-advocates Yvonne Spicer and Theresa Somerton met up with Gordon Draper (ACVC). Unstoppable Tracy was a keynote speaker.



Highlights



Go, hounds, go!



Bill



Ed



Trevor



Frank



Donald



Bobby



Ann



Kevin and Marc



Gordon

COMMUNITY LIVING AWARENESS MONTH May 2023



For 69 years, Community Living Algoma (CLA) has supported children, youth and adults, with developmental disabilities, in living their best lives. Every May, CLA, as part of a province-wide awareness campaign, recognizes the accomplishments of the Community Living movement and raises awareness about the value of an inclusive community.

Each April, proclamations recognizing May as Community Living Awareness Month are ready by municipalities across the District of Algoma, including: the City of Sault Ste. Marie, Town of Blind River, City of Elliot Lake, Municipality of Wawa and the Township of Hornepayne.

Hannah Hopkins (Welcome Centre employee, CLA) and Deborah Chadwick (Treasurer, Algoma Community Vision Council, CLA) appeared as a delegation at the Sault Ste. Marie City Council meeting. Hannah spoke about the role of CLA and the importance of education and awareness. Craig Holmes (Chair, Algoma Community Vision Council,) was a delegate speaker at the Elliot Lake Council meeting (April 11), the Blind River Council meeting (April 3) and also as a virtual delegate at the Hornepayne Council meeting (April 5). Gordon Draper (Vice-Chair, Algoma Community Vision Council) was the delegate speaker at the Wawa Council meeting (April 4).



External signs carried Awareness Month messaging.

Hannah Hopkins and Deborah Chadwick hold the City of Sault Ste. Marie proclamation declaring May as Community Living Awareness month; Kira Beall (Advocacy and Inclusion Coordinator) at the Town of Blind River community sign.

Community Living Algoma focused on raising awareness throughout the month with radio commercials airing on several radio stations across Algoma. In addition, messaging about CLA's Mission, Vision and Values were highlighted in our social media platforms and, weekly, on an exterior sign at the 99 Northern Avenue office. Bilingual lawn signs were inserted on lawns at various CLA locations across the region and on other community supporters' locations. During the first week of the month, the Water Tower Inn use rotating green and blue spotlights, CLA's branding colours, to further raise awareness and show support.

New in 2023, was the introduction of an inclusive 'Awareness Walk' along Northern Avenue, with staff, people supported and other members of our community, wearing blue and green clothing. The bilingual community living awareness signs were also carried along the route. A show of support, from the community, came in the form of waves and honking of horns. It is anticipated that this event will become an annual occurrence in conjunction with Community Living Awareness Month.

CLA Management and Staff were informed about the month's activities, and the significance, in an internal e-newsletter, Insight, as well as in emails and on social media platforms.

Respectfully submitted,

Cindy E. Crawford - Marketing & Communications Co-Ordinator



Participants in the first annual Awareness Walk gathered for a group photo. CLA employees, people supported and other guests joined in the walk.

MARKETING AND COMMUNICATIONS



When it comes to education, awareness and community engagement, Community Living Algoma's Marketing and Communications programs are essential to ensuring this information is authentic and accessible.

CLA provides information in a variety of formats: social media; posters; internal and external newsletters; a website; radio commercials and other advertising; and, newly introduced, a podcast. We offer opportunities for education by presenting information in a diverse range of learning styles. Our audiences are dual – internal and external.

Communication Highlights:

- In the spring of 2023, our internal e-newsletter 'The Weekly' evolved into an intranet e-publication called 'Insight'. This platform allows for immediacy in information sharing and accessibility – no more waiting for uploading of an e-newsletter. Insight contains news, podcast links and a variety of internal resources.
- The Sault Ste. Marie Airport sign was re-freshed in the summer of 2022. The sign is installed in the baggage area and serves to raise awareness about CLA and the importance of an inclusive community. Visitors are welcomed on behalf of CLA, and several people supported are featured as our 'welcome ambassadors.'
- Our Facebook page is our dominant social media platform, and it continues to grow in followers. Our on-line engagement has consistently placed us in the top five Community Living Facebook pages across Ontario. Our Instagram account, which was re-activated in 2022, continues to also grow in followers.
www.facebook.com/CLAlgoma@communitylivingalgoma
- 'The CLAssic' newsletter continues to be distributed to people supported, their family members or caregivers and other interested members of the public. The CLAssic features profiles on people we support, their accomplishments and experiences. It also includes information about agency news, events and online resources. We continue to move towards the goal of subscribers being primarily via email, however, we still offer a free subscription via the option of traditional mail. The e-distribution allows for a more interactive publication where readers can click on active links or participate in surveys or (future) contests. Development of a comprehensive email listing means that CLA information – such as invitations to events, webinars or program announcements – can also be shared in a more efficient manner.

SUBSCRIBE



Subscribe to our free, quarterly newsletter at:
newsletter@cla-algoma.org

- CLA entered the podcast era with a Q and A program called 'Six Questions.' With yours truly as a host, I dig deep with five questions about the area within CLA that the guests are responsible for; and then complete the interview with a question that asks about the take-away messaging that they hope listeners will receive from the program. Currently, this podcast is only available internally.
- I continue to have an active role as a member of the six-person Community Living Ontario Communications' Network. We are a group of experienced communicators, working for various CL agencies or affiliates, who strive to educate and support other CL communicators about how to create content and provide tutorials on various technologies. This past spring, I created a how-to video that provided instruction on creating QR codes which was offered as a teaching tool for dozens of CL agencies across Ontario.
- This spring, I presented 'Together We're Better' Awards, and addressed school assemblies, at Our Lady of Lourdes School (Elliot Lake) and Ecole Saint-Joseph (Blind River). Kira Beall, Advocacy & Inclusion Coordinator, joined me at the Elliot Lake presentation, and her presence helped to further build on CLA's goal to promote inclusion and diversity messaging. (Read more about these award recipients elsewhere in this report).
- With COVID cases no longer impacting our community, the 'COVID Update' newsletter has ceased publication. At peak, it was published thrice weekly depending on changes made to Ministry of Health or Algoma Public Health issuances and protocols.
- Other Marketing & Communications products include: Memorial Wall Celebration of Life; web site; radio commercials, media releases; media liaison; copywriting and ad creation for other CLA divisions; and Annual General Meeting resources.

Read elsewhere, in this publication, about the 'Together We're Better' Awards and the Memorial Wall Celebration of Life.

Respectfully submitted by,

Cindy E. Crawford
Coordinator, Marketing and Communications

MARKETING AND COMMUNICATIONS

ISSUE 4 SEPTEMBER 2022



The CLAssic

A publication of Community Living Algoma

Inside this issue

CLA hosts Re-open House in Elliot Lake

Denise's Family Visit

Save the Date for Shelley Moore - Oct. 24

The Great Outdoors Photo Collage

Participate in our survey and you could win a CLA tumbler for you hot or cold beverage! See inside!

SURVEY

Fill in our survey and your name will be entered into a draw where someone will win a CLA drink holder and a Tim Horton's gift card. See page six for info. Thank you and good luck!

Rocking into fall with Julian
This music man collects music and shares trivia



Julian owns an extensive collection of vinyl that includes music and spoken-word recordings. We sat down and spoke with him about his musical influences, favourite music and what music means to him. And we learned a lot of music trivia! Read his story, inside, on page 2






Newsletter

CLA NIGHT


First Annual CLA 'Walk for Awareness'

Quality of Life in the Area Will Be Personal Outcome Measure workshop

April's Changes to Passport Funding







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Page: Nonprofit organization


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Posts: BEATS + DRINKS




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COMMUNITY LIVING Algoma

Making a Difference.

Community Living Algoma provides support to people with intellectual disabilities across the District of Algoma. We are all about community engagement! Whether it is a return trip home, a visit or a new adventure, we welcome you to Sault Ste. Marie and the District of Algoma.

All people belong. Join the journey.

Facebook.com/CLAlgoma | info@communitylivingalgoma | www.communitylivingalgoma.org

Everyone is welcome, here! Inclusiveness has a universal appeal and CLA's marketing program includes educating visitors about the importance of community with a sign at the Sault Ste. Marie Airport. Located near the baggage claim area, our messaging includes Nathan, Edward, Michael, Rachelle and Ryan as our welcome ambassadors.

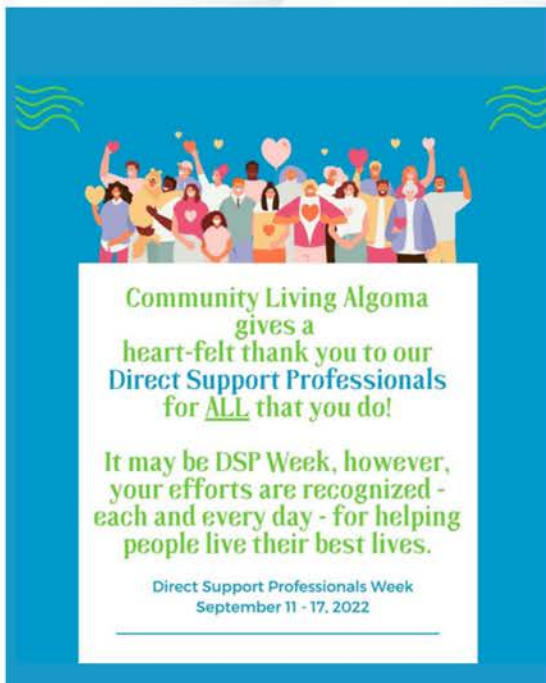
DIRECT SUPPORT PROFESSIONAL WEEK

Facebook and Instagram – daily posts about DSP winners of the random draw winner; internal email announced the daily guessing game contest and winner from the previous day

Hannah Hopkins, greeter at the Welcome Centre, was our video ‘personality’ who introduced the daily draw and announced the winner from the previous draw. In collaboration with Nicole Clark, Cindy Crawford created daily interactive entry forms for the guessing game. Winners of the daily draw for a gift card of their choice were selected by Tania and Nicole.

Winners of gift cards of their choice received their gift cards from Tania Gagnon. Candy guessing winners either picked up their candy/gift card at the Northern Ave. office or it was delivered to them by Cindy.

Gourmet cookies and a selection of hot/cold beverage options (packets) were packed up by Hannah and then hand-delivered on Friday, Sept. 16 by members of the management team. The large cookies were sourced from Gum Drop Party and contained positive messaging in the frosting. Human Resource staff ensured that all DSP staff were accounted for in the cookie tally and made arrangements for ordering and delivery to Northern Ave.



DIRECT SUPPORT PROFESSIONAL WEEK



Congratulations to our DSP Week Random Draw Winners!



Sara Pavoni



Anissa Robinson



Rachel Valois



Kim Jobidan



Cathie Carmichael



Emily Folz

**Each draw recipient
selected a \$25 gift card
of their choice.**



Dave Mornix

GOLF TOURNAMENT

19th Annual Charity



GOLF TOURNAMENT

The skies cleared for 32 teams to make their way through 18 holes at Crimson Ridge Golf Course on Friday, August 19. Community Living Algoma was one of four recipients of proceeds from the Sault Ste. Marie Airport Development Corporation's charity tournament. Other benefactors included Hope Air, Habitat for Humanity SSM and Area and Ontario Finnish Resthome Association.



Shotgun start



Terry Bos (President and CEO of the Sault Ste. Marie Airport Development Corporation and J.C. Beecroft (Head Golf Pro at Crimson Ridge) go through the course conditions and rules.



Helping a good cause were 'Team CLA' consisting of Anne Ficociello (CLA Board of Directors), Cindy Crawford (Marketing & Communications, CLA), Lezlie Wilson (Executive Assistant, CLA); Marilu Horton (Board of Directors); and Colette Corcoran (volunteer).



Brad Jacobs lines up a shot



Diane Letang (Financial Officer, SSMADC) and Lezlie take a break after gathering, organizing and setting up the many prize tables.





Overview

The Memorial Wall 'Celebration of Life' is a way of bringing closure to the passing of people who CLA have supported and staff/board members who were committed to ensuring fulfillment of CLA Mission, Vision and Values. The fixed 'tree' is a two-dimensional artwork that has 'leaves,' engraved with the name of the deceased, which can be attached to the branches via an adhesive backing.

Funding for the Memorial Tree is possible thanks to proceeds from the Sault Ste. Marie Airport Development Corporation's Annual Charity Golf Tournament plus other donations. Each CLA site has its own Memorial Wall tribute and, with the easing of COVID restrictions, other site locations will also soon re-instate their memorial celebrations.

Program

Contacts (usually family) are asked if they would like to have a leaf placed on the Memorial Tree and if they are interested in attending a Celebration of Life ceremony for the deceased, in September. Family members can participate or decline. Celebrations have, to this date, been limited to the family of the deceased and typically (due to COVID) a max of three to five people.

In 2022, only two of 12 families confirmed via RSVP. Other were either non-responses or a request for a delay until 2023 or unable to attend due to travel challenges. Engraved leaves, for the deceased persons, are retained by CLA and will be kept on file until further direction.

The celebrations are typically 45 minutes in length to allow for arrival, signing in of guests, socializing with coffee social and the ceremony. A 15-minute intermission is scheduled, in between Celebrations of Life, to allow for transitioning of guests to and from the CLA Welcome Centre. A challenge, in 2022, was the near-simultaneous gathering of all families at the same time due to unforeseen circumstances. The common speaking notes were merged and each respective attending group was still able to place their corresponding leaf and join in the sharing of information. A collective candle-lighting took place. Overall, it became a multi-generational celebration of the lives of three people (two people supported, one Board Member).

CLA representation at the 2022 celebration of life included: John Policicchio (Executive Director); Tania Gagnon (Director, Services & Supports), Nicole Clark (Executive Assistant); and Cindy Crawford (Marketing & Communications Coordinator). Cindy provided the spoken word portion of the program. Music programming supported/operated by Nicole Clark.

Respectfully submitted by,

Cindy E. Crawford
Marketing & Communications Coordinator

TOGETHER WE'RE BETTER

INCLUSIVE EDUCATION MONTH CONTEST WINNERS

Every February, as part of Inclusive Education Month, CLA launches our "Together We're Better" contest. Schools and students, from kindergarten to grade 12 across Algoma, are encouraged to share examples of how inclusion is practiced in their schools.

Two Algoma classrooms were acknowledged as this year's award recipients. Our Lady of Lourdes French Immersion Catholic School, in Elliot Lake, received an award at an assembly in May. Ecole Saint-Joseph, in Blind River, received their award in June.

Ecole Saint-Joseph, Blind River

A video presentation featuring messages about inclusion and diversity, in French and with accompanying sign language, saw students in a grade 5 class at École Saint-Joseph, in Blind River, each receive an award at a school assembly. The classroom teacher was Tammy-Lynn Boivin with musical accompaniment provided by retired teacher Joanne Lajeunesse.

CLA's Education Committee was pleased to see the effort put forth by the entire classroom. They were also impressed with the various ways they carried their messaging through spoken word, visuals, sign language and singing. The video was incorporated into the religion and art classes curriculum.

The submission was a video presentation entitled 'On est tous pareils' ('We're All the Same'). Each student received a certificate of recognition, presented by Cindy E. Crawford (Co-ordinator, Marketing & Communications, CLA) with the school also receiving a certificate recognizing their role in promoting and fulfilling an inclusive school environment.

The class submission is available for viewing on YouTube at: [On est tous pareils - YouTube](#) Prize money, which is awarded as a gift card, is being applied towards a special luncheon, for the class, at the 17 Restaurant, in Blind River, as selected by the school.



TOGETHER WE'RE BETTER INCLUSIVE EDUCATION MONTH CONTEST WINNERS

Our Lady of Lourdes French Immersion Catholic School

This Elliot Lake school has once-again proven how inclusion figures prominently in their school environment. Students in a Grade 7/8 classroom, taught by vice principal and teacher Nadia Kovacs and teacher Vince Ucci, were the recipients of an award in the 'Together We're Better' Contest, presented by Community Living Algoma (CLA). This Elliot Lake school is a back-to-back winner as an individual student was selected as an award winner in last year's 'Together We're Better' contest.

The CLA Education Committee was pleased to see how the classroom incorporated the contest requirements which requested examples of inclusion and diversity. The mixed media presentation on inclusion and acceptance included videos, photography and role-playing skits. The joint submissions included various ways that people can respectfully include individuals with disabilities of varying types, into activities and conversations. Each student received a certificate of recognition, from Cindy E. Crawford (Co-ordinator, Marketing & Communications, CLA). The school also received its second certificate recognizing their role in promoting and fulfilling an inclusive school environment.

This award-winning aspect of this annual event generates media coverage that is beneficial in supporting CLA's ongoing efforts to raise awareness; the promotion and practice of inclusivity in schools; and, recognition of young leaders (students) who understand the values in promoting inclusion.

Submitted by

Sergio Iacoe, Manager of Inclusion

Cindy E. Crawford, Co-ordinator, Marketing and Communications



Teacher Vince Ucci, Vice-principal/teacher Nadia Kovacs and Principal Stephane Prevost with the awarding-winning Grade 7/8 class.

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Self-Advocate



Marilu Horton
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- Accessibility Advisory Committee
- Algoma Community Care Access Centre
- Adult Learning Centre
- African Caribbean Canadian Association of Northern Ontario
- AK Graphix
- Algoma Autism Foundation
- Algoma District School Board
- Algoma District Services Administration Board
- Algoma Family Services
- Algoma Music Conservatory – The Loft
- Algoma Public Health
- Algoma University
- Algoma’s Water Tower Inn
- All Star Children’s Services Inc.
- Alzheimer’s Society
- Arthur Funeral Home – Barton & Kiteley Chapel
- Aurora’s Hillside
- Aurora’s Westside
- Autism Ontario
- Batchewana First Nation
- Batman Advertising
- Bayshore Home Health
- BCJP Consulting (Dr. Jacques Pelletier)
- BDI Holdings Ltd.
- Big Brothers
- Blind River District Health Care Centre
- CADAP
- Chadwick Home
- Canadian Cancer Society Canadian Hearing Society
- Canadian Mental Health Association
- Canadian Tire
- Centre Victoria Pour Femmes
- Chartwells
- Childrens Aid Society of Algoma
- Child and Community Resources
- Child Care Algoma
- Christian Horizons
- City of Elliot Lake
- City of Elliot Lake – Arts & Recreation
- City of Sault Ste. Marie
- City of Sault Ste. Marie – Greenwood Cemetery, Strathclair Fields and Sinclair Fields
- Cliffe Printing
- Club 90

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- Dr. Al Condoluci
- Dr. David Pitonyak
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- East Algoma Mental Health Clinic
- Elliot Lake Family Health Team
- Elstrong Management Limited
- Employment Options
- Employment Solutions
- ER Employment Consulting
- Food Basics
- Garden River First Nation
- Grand Gardens
- GFL
- Grocer 4 Good
- Group Health Centre Habitat for Humanity
- Gym Club
- HR Capacity – Luciano Contini
- Harvest Algoma
- Helen Sanderson & Associates – Barb Swartz-Biscaro
- Helping Hands
- Hornepayne Interagency Network
- Huron Shores Family Health Team
- Huron Superior Catholic District School Board
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- Innovation Centre
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- Joe Ruscio Professional Corporation
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- Liberty Tax
- Little Caesars
- Local Immigration Partnership
- Mamawesing Health Services

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- Northern Shores Support Services
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- North Star Family Resources Centre
- Northwood Funeral Home
- Nova Grill
- Oaks Treatment Centre/Camillus Centre
- Ontario Disability Support Program
- Ontario Finnish Rest Home
- Ontario March of Dimes
- Ontario Provincial Police
- Our Lady of Fatima Catholic School
- Our Lady of Lourdes French Immersion Catholic School
- Pathways
- Partners for Planning
- Pioneer Construction
- Phoenix Rising Centre
- PossAbility Community Homes
- Progressive Systems
- Property One Management
- P.U.C.
- Quattro Hotel
- Queen's University Developmental Disabilities Consulting Program
- Rogers Radio
- Rotary Club
- Royal Canadian Legion
- SK Group
- Salvation Army
- Sault Area Hospital
- Sault Career Centre
- Sault College
- Sault Pride
- Sault Ste. Marie Airport Development Corporation
- Sault Ste. Marie Down Syndrome Society
- Sault Ste. Marie Gym Club
- Sault Ste. Marie Housing Corporation
- Sault Ste. Marie Police Association
- Sault Ste. Marie Public Library
- Sault This Week
- Sault Youth Association

COMMUNITY PARTNERS



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- Sinclair Ball Fields
- Soup Kitchen
- Super 8 Motel
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- Superior Media (Sault) Ltd. ONNtv
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- THRIVE
- Thessalon First Nation
- Thyne's Family Bakery
- Tim Horton's Towel Tag
- Town of Blind River
- Two Brains
- Vital Aire
- VON Exercise
- Walmart
- Municipality of Wawa
- Wawa Family Health Team
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