



# **ANNUAL REPORT**

**2012 – 2013**





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## VISION

We envision a supportive and accepting community that values all its citizens equally.

## MISSION

In pursuing its Vision, CLTB is committed to:

- Advocating for the rights and quality of life of persons with an intellectual disability so that they may live a meaningful life;
- Educating and supporting the community to share the Vision of CLTB so that persons with an intellectual disability are respected and valued;
- Providing services and support to persons with an intellectual disability, and to their families, so that persons with an intellectual disability have the opportunity to participate effectively in all elements of living in the community; and
- Being accountable to persons with an intellectual disability, their families, the membership of CLTB, and the broader community for our advocating, educating, and provision of services and support.

## GOAL

The Goal of Community Living Thunder Bay is:  
**“That All People Live In A State Of Dignity, Share In All Elements Of Living In The Community, and Have The Opportunity To Participate Effectively.”**

## **PROPERTIES/PROGRAM CONTACTS**

### **ADMINISTRATION CENTRE**

1501 Dease Street  
Thunder Bay, Ontario P7C 5H3  
Phone: 622-1099  
Fax: 622-8528

### **Take-a-Break Program**

622-1099

### **Senior Management**

#### Sandra Buosi

Interim Executive Director & Director  
of Finance, Systems & Property  
Phone: 624-4286

#### David Blackwood

Director of Supports & Services  
Phone: 624-4282

#### Jill Symington

Director of Human Resources  
Phone: 624-4287

#### Suzanne Gribben

Supports & Services Coordinator  
Phone: 622-1099 ext. 2233

#### Colleen Valiquette

Planning Coordinator  
Phone: 624-4289

### **W.J. GRIFFIS CHILDREN'S CENTRE**

717 John Street  
Thunder Bay, Ontario P7B 1Z7  
Phone: 768-3222  
Fax: 768-5351

### **MONTY PARKS CENTRE**

450 Fort William Road  
Thunder Bay, Ontario P7B 2Z6  
Phone: 345-2551  
Fax: 345-0268

### **K-9 Delights Pet Bakery**

Phone: 345-2551 ext. 7

### **Community Works Small Jobs Service**

Phone: 683-1250

### **Community Options/ Inclusive services**

Phone: 345-2551 ext. 1

#### *Sub-Locations:*

#### 55+ Centre

700 River St. 684-2864

#### Canada Games Complex

420 Winnipeg Ave. 684-2273

**BOARD OF DIRECTORS 2012/2013**

Donald Casnig  
Cathy Covino  
Lisa Ellacott  
Gary Ferguson  
Donna Lagergren  
Diana Mellerup  
Dan Munshaw  
Calvin Pelletier  
Pauline Vranesich  
Brandon Walker

**OFFICERS**

PRESIDENT	Gary Ferguson
VICE-PRESIDENTS	Dan Munshaw, <i>1<sup>st</sup> Vice-President</i> Brandon Walker, <i>2<sup>nd</sup> Vice-President</i>
SAC ADVISORS	Leah Bellin Jeany Pak
SECRETARY-TREASURER	Sandra Buosi

## **COMMITTEES 2012/2013**

### **Nominating Committee**

CHAIR	Brandon Walker
Members	Pauline Vranesich Janet Stewardson

### **The Forum / Members Action Committee**

CHAIR	Janet Stewardson
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### **Lake Superior Area Council 2012-2013**

CHAIR	Pauline Vranesich
Members	Moira Coates

## **LIFE MEMBERS**

Mrs. Mary Brisbin	Mrs. Betty Garrity
Mr. Donald Casnig	Mrs. Elizabeth Kouhi
Mrs. Bea Charnock	Mrs. Peggy Marcotte
Mrs. Eva Ellard	Mrs. Helen Muir
Mr. William Ellard	Mrs. Jean Engholm
Mrs. Betty Jones	





## **LAKEHEAD ASSOCIATION FOR COMMUNITY LIVING**

### **FOUNDATION BOARD 2012/2013**

CHAIR  
Vice Chair

Mark Moulson  
Rick Piccinin

Members

Peggy Marcotte  
Helen Muir  
Calvin Pelletier  
Tom Jackson  
Pauline Vranesich

Secretary-Treasurer/  
Financial Resource

Sandra Buosi

## **ANNUAL REPORT OF THE PRESIDENT**

For the last year I have had the privilege to serve as your Board President and I must say that this year has been a time of both change and growth for the organization. I could not go without commending the management team and especially Sandra for all the hard work they have done during this period of transition. I would also like to acknowledge all the direct support staff for the exceptional work done throughout the year.

Though my term has now come to an end I am confident that I leave the organization in a better position than at the start of my term. I feel the organization is now better prepared to address the individual needs of our consumers in the ever changing world of today's social service environment. I am also happy to see that the Board has entered down the path of enhanced engagement with families and the membership. My strongest desire is that the Board and management team continue working on this essential component for communications in future.

I cannot thank the Board of Directors enough for all their help during the previous year, without their support many of the significant gains made this year would not have been possible. The Board is also extremely excited about the recruitment of the new Executive Director. This individual is tasked with driving the vision on the organization forward while maintaining a strong focus on the needs of the individuals, families, membership and staff.

Finally I would like to thank all the individuals we serve for allowing us to be part of their lives and trusting us to make the right decision for the long term strategic directions of the organization. It must be duly noted that the individuals we serve have enriched all our lives with their dreams, plans, accomplishments, and smiles. The examples of dedication and strength shown by these individuals have helped the Board in making the right and often hard decisions in the past year.

Respectfully submitted,

*Gary Ferguson,*

President, Board of Directors of Community Living Thunder Bay

## **ANNUAL REPORT OF THE INTERIM EXECUTIVE DIRECTOR**

It has been an exciting year for me in this interim position as the organization settles into a significantly different landscape, one that will hopefully help to align everyone in our organization toward a common goal of providing the best person-centered supports possible. We were pleased to hear the Board's announcement of the appointment of the new Executive Director and look forward to working together as we begin this new and exciting chapter in our organization's history

The Board and management have worked hard to open the door to better communication and cooperation between all stakeholder groups in our agency. A Members/Families Communication Survey was sent out to get feedback on preferred methods of communication and there has been a slow response. Please complete the survey if you have not already done so. The Board had their first annual Appreciation BBQ last July for all staff and people supported and it was a huge success. They are hosting the event again this summer on July 18th and opening it up to the members and families, so hope to see everyone out. Management has also had some open discussions with the Family Network and are working with them to share some resources and seek out additional funding. We have been supporting the "Just for Fun Group" and the great work that they do with their Christmas and BBQ events every year. We are looking into a joint fundraising initiative that will benefit both the agency and the "Just for Fun Group" both financially and with public awareness...hopefully we will have an announcement soon!

Both Board and management have renewed their commitments to the Accreditation process that has been on hold for a number of years now. Accreditation will be a high priority item as soon as the new E.D. has had a chance to get to know our organization.

The Ontario Ombudsman continues in their investigation of Ontario's services for adults with developmental disabilities in crisis. We anxiously await their findings that we hope will lead to positive changes in our sector.

### **SUCCESS SNAPSHOTS:**

- Sent 4 Team Leaders and 1 Coordinator to the David Pitonyak 9-Day Institute hosted in Sault Ste Marie by Community Living Algoma and funded by MCSS to learn more about his "Positive Approaches Philosophy"

- Contracted with David Pitonyak, a world renowned expert in Positive Approaches to difficult behaviours, to consult with the agency around support strategies for some specific individuals
- Planning to host a 9-Day Institute in Thunder Bay with David Pitonyak in the fall of 2014
- Hired Paul Muldoon to consult in fall 2013 on the Day Services at the Monty Parks Centre and provide findings and recommendations for future evolution of the programs toward a more innovative service model that is more consistent with the vision/mission/goals of the agency, the MCSS Transformation Agenda, and the current and emerging sectoral values
- Successfully incorporated changes to the support model to manage the January 1, 2013 HAGI policy change requiring assistants on rides, ensuring people are able to continue accessing the same community-based activities that they have been enjoying, turning a potential significant negative budget effect into an overall positive budget impact
- Continue innovative housing opportunities—ie. last year, a person we support has purchased his own home with the assistance of his parents and has roommates to assist with the expenses and to share supports
- Palliative Care Initiative at our Masters Street location continues to provide specialized supported environment for people to die with dignity
- AIMS, our client management software, continues to evolve with the growing understanding and expertise with the systems functionality and capacity
- Implemented Core Competencies training for staff at all levels of the organization developed by the Provincial Network Human Resources Strategy
- Started a pilot project for employees to participate in the competency development process in an effort to increase the quality of supports for people
- Received a rebate from WSIB as a result of effective claims management
- Provided placement/mentoring opportunities for students in the Early Childhood Education, Development Support Worker, Recreational Therapy and Social Work programs
- Month-long Health & Safety awareness campaign in May to promote health, wellness and safe work practices
- Clean year end audits for both the Griffis Centre and C.L.T.B.
- Balanced year-end financial position despite significant fiscal challenges
- Behavioural based interview techniques training has been provided to all HR and management staff and is used in all casual support staff selection
- Continued expansion of partnerships and social capital opportunities with various community partners
- The Pet Bakery continues to expand the number of vendors selling our products and have donated several baskets to various other organizations for their fundraisers as a way of advertising and increasing our community presence

- Increased management presence in homes on evenings and weekends
- Completed a number of Pre-Employment Workshops for people we support and others who are on the wait list: this includes a 4-6 week on the job training. The City continues to offer jobs.
- The Monty Parks Garden continues to be busier than ever with bookings for weddings and other gatherings
- The Take-a-Break Program provided vacation opportunities for 52 people and respite for their families thanks to funding from United Way and monies earned at bingos

#### **ONGOING CHALLENGES:**

- Continuing to be responsive to the changing needs of people we support within a very tight fiscal environment, now 3 years without a base budget increase from the Ministry with ever increasing costs
- Reducing our WSIB claims experience and resulting costs
- Maintaining sufficient staffing levels (particularly casual) to meet ongoing needs

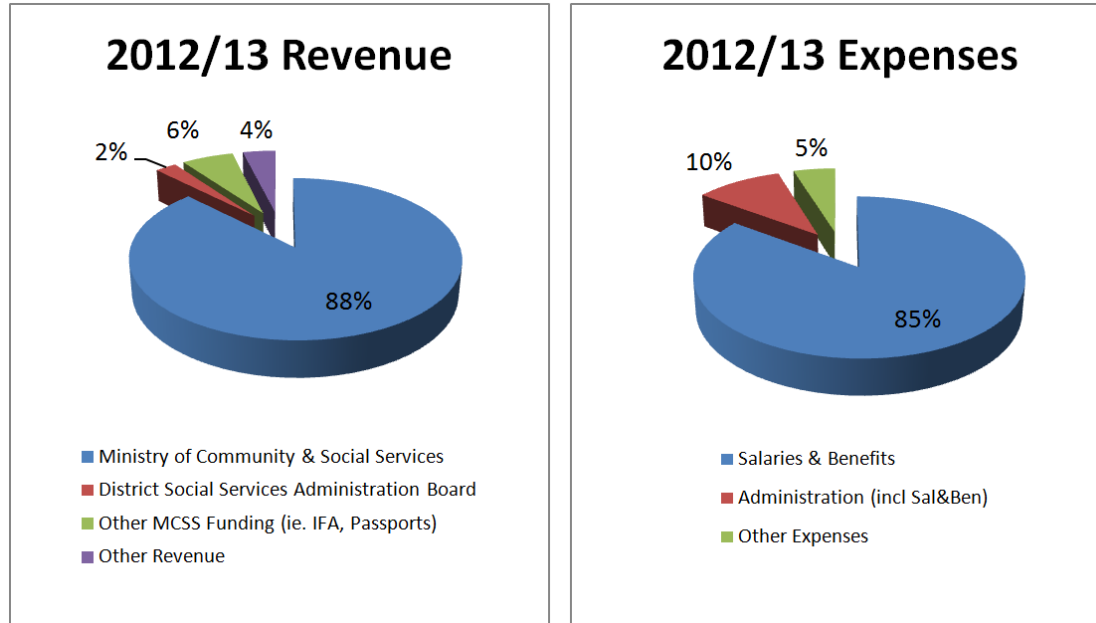
#### **SUMMARY OF AGENCY PROGRAMS AND PEOPLE SERVED:**

2012-13 PROGRAMS	Number of People Served
Employment Supports	142
Community Options	151
Supported Independent Living	24
Group Living	84
Supportive Living (Family Home)	19
W.J. Griffis Children	104
W.J. Griffis Families	60
W.J. Griffis Children with Special Needs	21
Take-a-Break Program	52
Individualized Funding Agreements	7
Purchase of Service Agreements	1
Passports Funding Agreements	6

#### **FINANCIAL DATA:**

Financially, it was a good year with a clean audit opinion for both the Griffis and the CLTB audits and under \$300 being returned to the Ministry.

Here is a summary breakdown of the revenues and expenses:



### CONCLUSION:

I would like to thank our staff at all levels, our volunteers and our community partners for their dedication and commitment to the people we support and to one another. Our work continues to inspire us to help people to achieve full citizenship in an ever more inclusive community and to dream! We continue to strive to improve the responsiveness and quality of the services we provide through education, best practices, information systems, benchmarking and measuring. Continuous quality improvement through a committed and engaged staff is an ongoing goal.

I thank the board for their trust and for being given this rewarding opportunity. I tremendously enjoyed getting out of the office and becoming acquainted with so many people, families, members and staff. I also want to thank our modified Senior Team of David Blackwood, Jill Symington, Suzanne Gribben and Colleen Valiquette, as well as Warren Moody and Michele Fortier from the Finance Department, for stepping up and accepting additional responsibilities during this transition year. We have a very dedicated management team who are driven by a desire to improve the lives of the people we support in meaningful ways. I am excited about what the future holds for our great organization!

Respectfully Submitted,

*Sandra Buosi,*

Interim Executive Director, Director of Finance, Systems & Property.



**ANNUAL REPORT OF THE COMMUNITY LIVING ONTARIO**  
**REGIONAL DIRECTOR - NORTH 2 COMMUNITY LIVING**  
**THUNDER BAY & SUPERIOR GREENSTONE**

This year has been an exciting and challenging time for CLO. The Board has acted on the recommendations put forward at the 2011 – 2012 Annual General Meeting.

Community Living Ontario is pleased to announce the name of the new Chief Executive Officer, Christopher Beesley as of June 3, 2013. On behalf of the membership, we welcome Christopher Beesley to our team. Through his leadership he will lead Community Living Ontario towards a strong and passionate advocacy organization.

One major change will be the election of a new Board of Directors at the September 2013 Annual General Meeting. The composition of the Board will change as well as the role of the Regional Director. The proposed changes will be addressed at the fall Annual General Meeting.

Community Living Ontario continues to lobby and advocate for the people we support. For example, we supported MPP Christine Elliott who launched a private members bill calling for a select committee to develop a comprehensive developmental services strategy. Also senior management has met with the Minister about the current issues facing people with intellectual disabilities and their families such as the number of families falling into crisis because of lack of support.

It has been my privilege and honour to serve as your Regional Director and to have the opportunity to participate in the change process to better serve the people we support, their families and the community.

Respectfully submitted,

*Pauline Vranesich,*

Regional Director – North 2



## 2012-2013 ANNUAL REPORT OF THE SELF- ADVOCATE COUNCIL

Members of the Self-Advocate Council for 2012/13 are:

Donald Casnig, Co-Chair  
Gerry Gagnon, Co-Chair  
Jeany Pak, Secretary

Michelle Lenardon  
Roy Gallinger  
Christian Lange  
Erin Black  
Randall Yates

David Scali  
Jordan Pretchuck  
Leah Bellin  
Katie Spoljarich  
Richard Pientok

Dawn Hamilton  
Herbie Hascher  
Heidi Kruger  
John-Paul Gamache  
Eva Cowley

The Lakehead Association for Community Living (LACL) Foundation again financially supported the Self-Advocate Council in the fiscal years of 2012-2013. With the grant money the Council hired an advisor to assist them with their endeavors. The Council appreciates their continued financial support.

Over the year the Council has continued their work with the Multidimensional Assessment of Providers and Systems (MAPS) team from Lakehead University. The Council started the project in December of 2010 and will be wrapping up the meetings in March of 2013. The members of the Self-Advocate Council took great pride in the fact they were given the opportunity to participate in this project.

The Council has also continued to host various events throughout the year. On February 10, 2012 they hosted their annual Valentines dance and on October 30, 2012 the Council hosted their annual Halloween dance. The Council has also hosted a movie night on May 25, 2012.

Along with hosting events, the Council has also participated in many events throughout the year. On May 4, 2012 the Council participated in the City of Thunder Bay's flag raising ceremony for Community Living Month. The Council had a table at the Just for Fun Group yard sale in the spring of 2012 and they participated in the "Walk With Me for Autism" (Oct. 13, 2012) sponsored by Autism Thunder Bay.



The Council has also been busy making presentations to different groups at Confederation College throughout the year. In the spring the Council visited the Paramedics (Jan 27, 2012) and the Developmental Services Worker students (Feb. 2012).

Again this year the Council has been trying to increase their membership. The membership has grown but the Advocates continue to look for new members. The Facebook page has been used to keep in touch with advocates and has reached a lot of people.

In March 2013 the Council was saddened by the sudden passing of Christian Lange. Chris was a long-time active member of the Self-Advocate Council and will be greatly missed.

This past year there was no advocate in the regional representative position as Dawn Hamilton stepped down. The Advocates were advised by Community Living Ontario (CLO) to wait out the term and re-elect the next year. The advocates will hopefully be able to find someone suitable for the regional representative position for the next fiscal year.

*Gerry Gagnon*  
Co-Chair,  
Self-Advocate Council  
Council

*Donald Casnig*  
Co-Chair,  
Self-Advocate Council

*Kristina Smiley*  
Advisor,  
Self-Advocate



**ANNUAL REPORT OF THE LAKEHEAD ASSOCIATION FOR  
COMMUNITY LIVING FOUNDATION**

April 1, 2012 – March 31, 2013

The Foundation operated very efficiently this year.

Over the year, the Self-Advocate Committee submitted the only request and was the only request granted.

In the year ahead, the foundation will be looking at ways to generate more interest from recipients to apply for grants.

Respectfully submitted,  
*Mark Moulson,*  
Chair, LAFL Foundation Board

## **STRATEGIC PLANNING INITIATIVE 2011-2016**

The Strategic Planning committee has been active this year and, in spite of a number of management vacancies, was able to make some good progress. The committee and the sub-committees have evolved and merged over the year and a half since the original planning session and are currently comprised of the following focus areas:

- **EMPLOYER OF CHOICE**—This committee, consisting of 11 unionized, non-union and management employees have several key areas of focus: Employee Retention, Employee Recognition, Employee Engagement and Role Clarity. To have a clear understanding of how our employees feel, the committee created a comprehensive survey for employees to complete. Questions asked were specific to the above four areas of focus. Survey results have been tabulated and shared in the organization. With the information gathered, a plan of action is now being formulated. To address the area of Role Clarity, contact information, senior management bios, and the distribution of information have been assessed and adapted. The Employer of Choice committee is extremely pleased with the response level to the survey and is excited to continue this valuable work!
- **INCLUSIVITY AS DEFINED BY THE INDIVIDUAL – EDUCATE THE COMMUNITY – PERSON-CENTERED SERVICE DELIVERY**—The goal of this committee is that all service delivery is inclusive and that a formal community education is developed. This group is working to achieve a support environment that recognizes the value of empowering individuals with an intellectual disability to reach their goals. It has 6 members from among the management and unionized employees. The group is currently reviewing the results of the survey, which will be used to identify gaps in areas of focus. The group is also in contact with the Family Network to plan a collaborative and educational Open House to inform the Community and family members of the services and supports that are available. The group has been trying to recruit new members, so please contact the office if you would like to participate.
- **UNDERSTANDING OUR CHANGING COMPETITIVE ENVIRONMENT**—The purpose of this committee is to obtain a better understanding of our developmental sector with a view to identifying gaps in the current service delivery model within our region. The committee is

comprised of 5 management, administrative and support staff. The goal is that this will guide CLTB toward positioning itself as an innovator and leader as we move forward within a sector that is in transition. This group will be meeting with relevant stakeholders to identify programming that service users are requesting and that offers innovative supports within and outside the government's funding model. Dementia, fetal alcohol and palliative service are areas that have been identified as emerging areas of need that will be a focus.

We would like to thank all the people who have put much time and effort into this initiative. We are very pleased with the work of all of the strategic planning committees. CLTB is positioning itself to be an innovative, competitive, "Agency of Choice" for people supported, employees and the Thunder Bay community. Keep up the great work!

Respectfully Submitted,

*Sandra Buosi, Jill Symington, Suzanne Perrier-Clark, Rob Tod*  
Chairs of the Strategic Planning Committee and Sub-Committees

## **THE FORUM / MEMBERS ACTION COMMITTEE**

This is a group for family and friends of people supported by Community Living in any of their support options. This group meets monthly to support each other and the people they care about.

Services and supports have been created over the last 50 – 60 years due to the efforts and work of families who fought popular thinking for their sons and daughters with disabilities. These families were not satisfied with the popular thinking of the day and felt there was a better way for their sons and daughters to live. It was families who forced the government to move from institutional based care to community services. It was families that built organizations in the community like Community Living and families that fought for integrated education, living and employment supports.

The Forum is a venue that provides families and friends access to information that impacts their sons and daughters as well as an opportunity to share concerns and stories about the supports they receive. Their aim is to ensure that the people they care about have access to supports and services that meet both their needs and the needs of the family.

The Forum and the Members Action Committee (MAC) joined together to start working to make Community Living a stronger organization with a stronger community presence and a stronger force in the community. It is the belief of the families and friends involved in the committee that there is a need for a strong membership in the Association and a strong voice to advocate for the rights of people with a disability. In these times of fiscal challenges, membership of community based organizations need to be vigilant and determined that existing services and supports are not cut and that new opportunities for different ways to include people with disabilities are explored. In the upcoming year we hope to start exploring these options as a group of family members.

Offering families information and options will make a stronger Association and a better informed membership. If you are interested in the workings of this committee and would like to become involved, contact Janet Stewardson at 473-4043.

Respectfully Submitted

Janet Stewardson  
Chair

## VOLUNTEERS 2012/2013

*The Association thanks all volunteers as listed below, as well as any others we may have missed. Your support is invaluable.*

Carol	ANDERSON	Denette	MASLACH
Bobbi	ARELLA	Diana	MELLERUP
Sarah	ARTHURS	Paul	MEYER
Brenda	BARRADELL	David & Margurite	MORELLATO
Norman	BATES	Mark	MOULSON
Linda	BATES	Helen	MUIR
Doris	BAZIUK	Dan	MUNSHAW
Judi	BEDARD	Carol	NICHOLSON
Marilyn	BEYAK	Jeany	PAK
Karen	BLACK	Suzanne	PERRIER-CLARK
Lucy	BLACK	Lynn	POTHAKOS
Lil	BORESKI	Calvin	PELLETIER
Donald	CASNIG	Rick	PICCININ
Moira	COATES	Melanie	SHANNON
Cathy	COVINO	Neil	RONQUIST
Lisa	ELLACOTT	Joel	SINKINS
Gary	FERGUSON	Norman & Lynda	SIIRONEN
Nicole	FONTANA	Ron & Adrienne	SIIRONEN
Evelyn	FISHER	Amy	SMITH
Megan	FORSTMANIS	Kristina	SMILEY
Gerry	GAGNON	Susan	SMILEY
Tyson	GRINSELL	Randy	SPONCHIA
Suzanne	GRIBBEN	Violet	SPONCHIA
Mel	HOGAN	Robert	SPONCHIA
Edna	HOGAN	Janet	STEWARDSON
Ryan	HYMERS	Mirella	STROINK
Tom	JACKSON	Pauline	VRANESICH
Debra	JOHNSEN	Barb	TURK
May Ann	LAFONTAINE	Brandon	WALKER
Donna	LAGERGREN	Mary	WAPLAK
Sam	LOUD	Dale	WILCK
Emily	MCKENZIE	Georgina	WILLIAMS
Peggy	MARCOTTE	Dave & Mary	WRIGHT

## ACKNOWLEDGEMENTS

*The Lakehead Association for Community Living Foundation acknowledges the following citizens, clubs, businesses and organizations for their continuing aid by way of special gifts, donations or other services provided during the year. We apologize for any group or individual we may have missed.*

Fricot Law  
 Peggy Marcotte  
 David & Margurite Morellato  
 Sun Life Financial

*Community Living Thunder Bay acknowledges the following citizens, clubs, businesses and organizations for their continuing aid by way of special gifts, donations or other services provided during the year. We apologize for any group or individual we may have missed.*

Alison Arthur  
 Elizabeth Arthur  
 Lora Barbisan  
 Rosemary Collin  
 Donald Cross  
 Marina Crupi  
 Tracy Desjardine  
 Dona Henderson  
 Mr. & Mrs. F. Fedyk  
 Julie Ferguson  
 Jo Anne Greico  
 Bev Joyce  
 Jennifer Kelly  
 Richard Livingstone  
 Peggy Marcotte  
 Sharon Mulligan  
 Order of the Royal Purple  
 Kathleen Pawlik  
 Sheila Peterson  
 Reid's Countrywide Furniture  
 Thomas Tod  
 Deborah Towill



**ANNUAL REPORT 2012/2013**