

COMMUNITY LIVING

Thunder Bay



Inspiring Possibilities

Annual Report 2021/2022



www.cltb.ca



807-622-1099



1501 Dease St, Thunder Bay, ON P7C 5H3



Land Acknowledgement

Community Living Thunder Bay acknowledges that Thunder Bay is built on the traditional territory of the Anishinabek, which includes the Ojibwa of Fort William First Nation, signatory to the Robinson-Superior Treaty of 1850. We also acknowledge the contributions of the Métis peoples.



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VISION, MISSION & GOAL OF THE ASSOCIATION



VISION

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



GOAL

"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"



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.

President's Message

2021/2022



Bozhoo/Welcome/Bienvenue everyone to our first Closed Membership Annual Report. We had another tough but rewarding year. The fall saw the management team continuing with the vaccination of people we serve. This was a very challenging year with the outbreaks of Covid-19 affecting all teams at CLTB. Lisa and the management team ensured proper protocols were in place to provide a safe healthy environment for all. Myself and the Board commend the front-line staff and managers for their dedication to maintain a safe healthy environment for everyone at CLTB. Miigwech/Thank You/Merci to the management team for providing the data, information and discussion necessary for the Board to perform our duties effectively for the benefit of CLTB management, staff, people supported and their families.

In closing I would like to thank the management, support staff, people supported, their families, and my fellow Board members for their support during my time as a Director/President at CLTB. This is my final year on the Board of Directors and I know that I leave CLTB in the capable hands of a strong Board and the exemplary leadership of Lisa Foster and the management team and staff.

Respectfully Submitted,

Robert Rickards

President, CLTB Board of Directors

“

May you be Strengthened by
Yesterday's Rain, Walk Straight in
Tomorrow's Wind, and Cherish each
moment of the Sun Today.

”

- Ojibwa Prayer

Executive Director's Report

2021/2022



It's been another challenging year for our agency due to the pandemic. Just when we thought things were returning to a sense of normalcy the Omicron wave hit with a vengeance within our community and agency. Due to community spread, the people we support and staff dealt with numerous outbreaks. Once again Christmas and holiday celebrations were affected. Many of our staff teams were impacted by staff shortages and working long hours of overtime. In addition to the stress and fatigue of staying safe at work many staff continued to deal with the pressures of school closures and caring for loved ones and family members at home. I am inspired by our staff's resilience and commitment to the people we serve.

At our last AGM, our by-laws that changed to our membership composition from an open membership model to a closed membership. At the AGM the membership tasked the Board with ensuring families voices are not lost in the new model. Beginning this fall the Thunder Bay Family Network will be invited to attend biannually and report trends, emerging needs in our community to our Board. We look forward to strengthening our partnership with TBFN.

In the fall of 2021, the board was presented with CLTB's 2-year Strategic Direction. The intention was to provide the management team with a framework to focus efforts on over the next two years.

CLTB has a long history of utilizing the Personal Outcome Measures tool for monitoring quality of life at an individual and organizational level. The implementation of the tool dates to the mid-nineties. The agency has achieved accreditation twice using the outcome tool to measure service delivery. There has been a significant investment in personal outcome measures training and a heartfelt commitment to the value of the tool.

Given the challenges of the past two years it was felt that a renewed commitment in gathering quality of life outcome data and using it to create more responsive services was critical. The Shared Values factors were used to create an action plan:

- 1.Dignity and Worth
- 2.Legal and Human Rights
- 3.Self Determination and Choice
- 4.Community Settings
- 5.Social Capital
- 6.Community Partnerships
- 7.Shared Leadership
- 8.Continuous Learning
- 9.Open Communication
- 10.Continuous Improvement

We are happy to share that despite the day-to-day challenge of the pandemic we have been able to make progress towards many of the goals.

Lisa Foster

Services



30 Residential Locations
18 Family Homes



205 People Supported



115 People Supported
in Employment

Core Gifts

Over the past few months Kiara Pepe, Lauri Sinkins and Maureen Cameron have been working on a plan to complete Core Gift interviews with our teams and new hires. To move forward (through Covid times), we decided it was best for us to focus on our new hires. So far, we have completed almost 50 interviews and will be working with one team in June to complete interviews with everyone who lives in the home and their team members to assist with planning and understanding how knowing your core gift will help in all aspects of ones life. One of the biggest pieces we have been missing was having a Data Base for our Agency, we have started this as well. We will be continuing to meet monthly over the next year to assist with completing interviews with our team members. For many people it has been a chance to reconnect and look inwards to discover who they are and what they can offer in their role within our Agency and beyond.

A Core Gift Discovery Interview offers a powerful way to see what's right in front of you. It helps you get clearer about your unique sense of purpose and meaning, so that you can start to live in a more intentional way.

Discovering your Core Gift can hep you to:

- Make better decision in all areas of your life
- Strengthen your self-confidence and shift your thinking towards hope
- Connect and communicate more effectively with others.
- Have a touchstone of reassurance, safety, and courage in difficult times.

Services

Employment Supports



This past year brought about several changes for the Employment Services area. Our Employment staff moved from our previous location at Monty Parks Centre to the Griffis Centre on September 1, 2021 and settled into our new location during the pandemic. We have seen people struggle with food insecurities and wanting to get back to work. We were able to prepare and delivered meals to individuals we support to ensure they had a good meal and to stay connected during the pandemic.

We did see several positive aspects occur in 2021 with people returning to work whether it was back to the job they had prior to the pandemic or a different job all together. Some struggled a bit at first returning to work after being off for over two years. Others got back into their work routines as if they were never away. Fall of 2021 we were fortunate enough to start a clean up crew for some individuals who were not able to return to work yet but wanted to stay busy and connected. The initial phase was developing the gardens space behind the Griffis Centre and The Hub.

In the summer of 2021, we were fortunate enough to run our SEE program having 17 summer students taking part in our program with securing gainful employment as well as community volunteer opportunities. We are excited and looking forward as we approach our 2022 year with our SEE Program.



Services Clinical Supports



During the last year clinical supports have continued but have been strongly influenced by Covid and the provincial restrictions implemented by the Ontario government. These last two years have been difficult and has had an impact on the mental health of the people we support and our own employees.

Working within clinical support is Peter Gravelle and Barb Turk. Clinical meetings are held weekly to discuss the youth we support in the TAY (Transitional Age Youth) program. The focus of these meetings is to assist, guide, and mentor our staff in supporting our youth and listen to staff concerns, guide them in their work and assist in teaching them about trauma, addiction, and mental health. In September 2022, weekly meetings with the TAY staff will focus on addiction, neurofeedback, and the impact trauma has on the brain and behaviours.

For the last year Peter and Barb have been using the Safe and Sound protocol, the eeger neurofeedback, and neuroptimal with many of the individuals we support. Utilizing these systems we have seen significant improvements in people's lives.

Neurofeedback training is a program that utilizes biofeedback to help people train their brains to become more efficient. People who have suffered trauma, neglect, and anxiety find that neurofeedback improves their lives significantly. Neurofeedback helps to organize brain wave patterns and help people to either become more alert or calm. Peter wrote the exam and in April 2022 was approved as a Board Certified Neurotherapist by the Biofeedback Certification International Alliance board, there are only 1800 BCN's in the world.

Barb is certified and trained in the following areas: Neuroptimal neurofeedback practitioner, Certified clinical trauma professional, she completed and received a certificate in traumatic stress studies, Certified Addictions Counsellor, Certified Addictions informed mental health professional, and is currently working on MATS – Medication assisted treatment specialist through CACCF.

Services

Transition Aged Youth (TAY)



Over the last year we have transitioned 2 new young people into adult services. Currently we are planning for and awaiting MCSS approval to begin supporting an additional 4 young adults. Covid has continued to directly add to the struggles that our youth are experiencing. With the ever increasing drug trade and human trafficking activity within our city it is crucial that we continue our supports for people who may be at risk in these areas. Affordable, appropriate housing, continues to be a struggle for those living independently. ODSP payments and the unavailability of subsidized housing are some contributing factors. Developing relationships with community landlords and longer term housing strategy/resource development is needed.

Sheldon Strachan, who had begun work with us as a Community Development Coordinator has moved into a supervisory team leader role with us. His extensive experience in connecting people to community resources and his connection within our community to Indigenously led organizations will be a great benefit to our youth.



Over the past year, (with a big thanks to Michael Duncan), work on the property behind the Hub and Griffis Centre has progressed with walking pathways being developed and a large space for gatherings and bonfires. The very old kitchen within the Hub has also been updated. It is these resources and others that play a part in helping to engage with people that may be experiencing tough days.

Services

Transition Aged Youth (TAY)

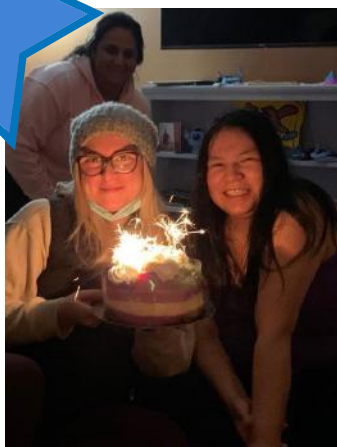


Despite the previously mentioned challenges we have experienced a number of amazing successes over the year. People have obtained their G2 drivers licence, moved into independent living accommodations for the first time, several people have gained paid employment, and 2 people have begun their addictions recovery journey attending in person treatment programs. In particular, one persons story has been in our thoughts. A young person who who was once supported 24 hours a day (supported by a large staffing team) has been living independently in the community and has recently been accepted to Confederation College this fall.

Our supports of Indigenous youth, will continue to value the role of culture and connection to community/ family as the centre of our supports. Our responsibility is one of advocacy, supporting our youths healing journey in connecting people to Indigenously led organizations and resources in the long term.



Throughout The Year Birthdays



We had another year of pandemic birthdays, but staff made sure everyone was properly celebrated on their special day! Everyone got very creative, having virtual and outdoor celebrations when safe to do so for birthdays and special events.

Quality Improvement



Although our quality improvement initiatives focused, to a large extent, on promoting the health and safety of the people we serve; we endeavoured to look at quality improvement from both an individual and service delivery perspective as well. Ultimately, we define quality in service as helping the people we serve live their definition of a good life! The following are some highlights of the undertakings over the last year:

Personal Outcome Measures Certification

In early 2020, we renewed our commitment to work with the Council on Quality Leadership (CQL). This organization is internationally respected and renowned for providing a proven framework for quality monitoring and enhancement through person centered approaches. Three direct support and two management staff have completed the training and are now Certified Reliable Interviewers with CQL. This process required a huge commitment and effort from the staff involved. The certified interviewers met regularly with people we support and their staff to use the personal outcome measures tool to look at the quality of life of people we support in a meaningful way. Our goal is to offer each person we support the opportunity to have a personal outcome interview over the next 12 months. The outcome interview process helps define what quality of life is for each person and provides direction for improving how we support people.

Quality Improvement Committee

The Quality Improvement Committee is comprised of several staff who represent all service areas of the organization and who share a commitment to continuous quality improvement. The committee has been working on initiatives relating to our Strategic Direction. The group has been involved with Policy review and other initiatives to improve our organization's service delivery.

Rights Restriction Review Committee

Over the last year, we have established an external community-based committee that provides support to promote the rights of the people we support. The committee is comprised of community members who have a strong vision of inclusion and know the value of advocating with and on behalf of people.

Throughout The Year

Orange Shirt Day



This year, we had a bonfire at the Hub to recognize National Truth and Reconciliation Day. Many staff and people we support attended to show their support and wore their orange shirts.



Human Resources Recruitment



This year's vision for 2022 is on track. As restrictions lifted, and some sense of normalcy returned to us, CLTB's recruitment was able to jump back into action. Several career fairs were held this spring, which we were happy to attend. It was great to interact with the public in a way that had been missing since 2020. We also saw the return of placement students this year, supporting 9 students from the Developmental Service Worker, Recreation Therapy, and Skills Advance Ontario programs. We will be welcoming another 5 students through the summer months. As support staff share knowledge and skills, we help build up the next generation of support workers, which strengthens both our association and our community. Thank you to all Support Workers who worked with these students, providing them with mentorship and guidance that they will not forget as they embark on their careers.



Human Resources



In 2021 we welcomed 67 new support workers, and so far in 2022 we have hired 48 more. CLTB's inventory of gifts and skills increases as these new support workers bring their diverse skills and backgrounds to the table. With careful planning and intention, we were able to hold an in-person orientation this spring, the first time in over 2 years. We rented a space and held the event with careful Covid protocols, and are happy to say it was a wonderful success to be able to safely train our new hires face to face again. We continue to strive for balance between digital and physical spaces, providing a hybrid solution that can be effective and safe for everyone involved.

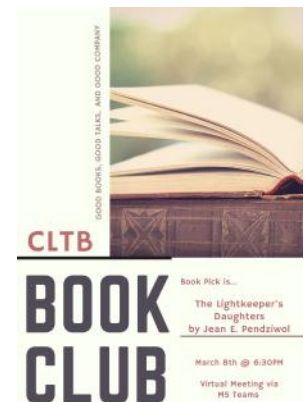
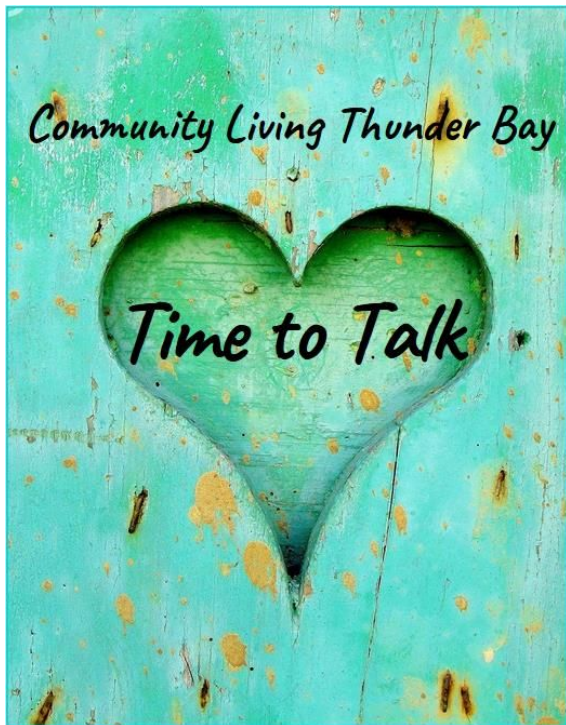
Human Resources is also happy to announce that our placement student has returned for a 1-year Human Resource Internship funded by NOHFC. Miranda is a great fit and brings to the team a strong skillset and a Business Administration - Human Resources diploma, a Business - Accounting diploma, and CHRP certification. We look forward to having her on our team for the year ahead.

As CLTB continues to recruit Support Workers for group living, TAY and SIL, Human Resources is always accepting resumes at jobs@cltb.ca. New employment opportunities are posted to our website - <https://cltb.ca/employment-opportunities/> If you know someone you would like to refer, please reach out to Human Resources for more details.

Human Resources Wellness Committee



We are very proud of the work our Workplace Wellness Committee has undertaken over the past year. Our Workplace Wellness Committee is comprised of union and management representatives from CLTB. The committee members are Sara Charlebois, Mike Duncan, Shauna Ahern, Francis Talarico and Lisa Foster.



Our Workplace Wellness Program is comprised of many different and exciting initiatives, such as:

- Group wellness events throughout the year: Yoga, Strength Training classes, Book Club and Art.
- Our Wellness Perks Program, which includes 25+ local businesses to provide discounts to CLTB staff for the services and products purchased at their establishments.
- Our Time to Talk Campaign which occurs in January in honour of Bell Let's Talk. A campaign where we ask employees to share stories as an opportunity to break mental health stigmas.
- Peer Support Program & App: Through our peer support program we want to help employees feel heard, supported, and cared for. Peer Support is an approach to support mental wellness in the workplace.

Throughout The Year

Holidays

We challenged everyone to decorate their homes spooky for Halloween. We had our judge attend each home to vote for the best decorations. Congrats to our winner Dominica Saczawa and runner-up Logan Smith!



Houses were also decorated for Christmas and other holiday both inside and out. Everyone did a great job making us feel festive!



Finance & Property



During fiscal 2021/2022, CLTB operational budget decreased \$412,912 from \$22,337,135 to \$21,924,223. The regression in funding is attributed to the discontinuance of childcare services and unfilled vacancies within the DS operations. For a second year in a row, the Province of Ontario remained committed to increase the pay to frontline support workers during COVID-19. Throughout the year, CLTB received \$1.664 million in funding for the increased costs of pandemic pay. As always, we're very grateful to have James Kozyra in payroll. CLTB continues to benefit from the great work James provides this Organization.

As the pandemic normalized in 2021/2022, the percentage of wages of total expenses increased from 82.6% to 84.7%. The 2.1% increase of salaries to total expenses is due to decreased costs of PPE, increase in double staffing limits, and increase in sick time to cover isolation costs. At the beginning of the pandemic, our frontline staff worked longer shifts than usual without additional staffing assistance. CLTB is very thankful for the staff's continued dedication to those we support during such a difficult and unknown time.

The CLTB finance department continued to process an extreme amount of transactions due to the use of our company credit cards. Company credit cards have been used significantly for supported individuals' purchases and the continuation of flexible Passport funding. Once again, a very special thank you to Christine Caron and Katie Porobic for their organization and persistence in processing all transactions.

The finance department will continue to explore the latest technology advancements in accounting software to scale the operations of CLTB administration. Scaling the operations is ever so important to keep efficient with internal resources. Increasing these efficiencies will allow CLTB to maintain funding within supports which is the goal of this department.

Finance & Property

Property



This year, the property and maintenance department continued to manage the procuring, delivering, and storing additional supplies and PPE for frontline staff due to the pandemic. For a second year in a row, Steve Gosselin excelled at managing these challenges. The winter of 2021/2022 saw record amounts of snow. Even though there was a record amount of snow, Steve ensured all properties were kept clean and that all staff could safely get to and from their vehicles. Steve wouldn't be able to do everything he does without the help of Mark DiCarlo. Thank you, Steve, and Mark, for making the second challenging COVID year less difficult for the rest of the staff.

During the year, CLTB engaged in the sale of two of its properties. CLTB sold the properties of 450 Fort William Road ("MPC") and the severed land at 1501 Dease Street. Both sales occurred in late August and were fully completed in September. The proceeds received on the sale of these properties will be repurposed for the intention of developing a not-for-profit housing corporation. The objective of developing a not-for-profit housing corporation is to address financial gaps in affordable housing, provide safe and inclusive living spaces, and to generate opportunities for creative support structures. The initial research for the not-for-profit housing corporation will be completed in the summer of 2022. Once the research is completed, subsequent planning will take place to act on the direction of the research.

In the summer of 2021, the renovation of the outdoor space at HUB and Griffis Centre entered its second phase of development. During the second phase, an outdoor fire pit patio was installed, additional fencing was put in place, and excavating and fill of the urban forest was completed. The third phase of the development will be completed in the summer of 2022. The third phase will focus on cosmetic features such as landscaping and outdoor activities.

Finance & Property



Throughout 2021/2022, CLTB grew its fleet by 3 vehicles. The growth of the fleet came in timely fashion as gas prices continued to rise. The ability to provide employees with a vehicle alternative has had a positive effect in operations and CLTB will continue to grow the fleet in 2022/2023. The growth of the fleet would not be possible if it wasn't for Trisha Murphy and her willingness to volunteer and manage the program. Without Trisha, many key initiatives would not be in place and the fleet would not be as efficient, effective, and safe as it is today.

The property department will continue to focus on all the previously mentioned topics in this report. On top of all of that, the property department will begin the planning for sustainability and green initiatives within the operations. Renewable energy, recycling programs, energy efficient appliances, electric vehicles, urban gardening, and other initiatives are all being sought.

Information Technology (IT)

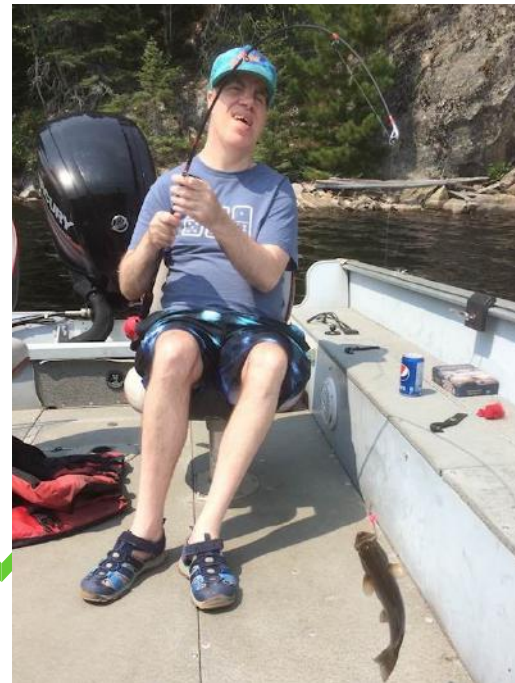
The IT department carried on business as usual during fiscal 2021/2022. Patrick Duarte continued to lead the department to assist with several facets of the operations. Whether it was troubleshooting a user issue or developing an internal software, Patrick was always available and effective at helping. Thank you, Patrick, for making remote work that much easier on everyone.

In early 2022, CLTB enacted a SharePoint Committee. The primary purpose of the committee was to develop an Organization intranet that is user friendly and displayed with effective data for all users. The SharePoint Committee has met several times and is hoping to have a fully operational intranet developed by fall 2022. On top of the SharePoint Committee, the Technology Committee (formerly Communication Committee) was re-established. The Technology Committees hopes to execute more technology into day-to-day supports by reviewing individual needs and utilizing technologies to fill support gaps.

Looking forward to 2022/2023, the IT department will continue to focus on network security enhancements, developing a user-friendly intranet, and updating CLTB's disaster recovery plan for system failures

Throughout The Year

Summer



We had a lot of fun this summer. Many people went to Shebandowan Lake for Wilderness Discovery Camp where they had campfires, boated, fished and much more. We also visited other campsites and lakes to do similar activities. We had a gardening contest for our staff and those we serve. We saw many beautiful vegetable and flower gardens.

Employee Perquisite Annual Summary



Effective August 2, 2011, Management Board of Cabinet issued a Directive establishing rules on perquisites (perks) where they are provided through Public Funds. This Directive applies to CLTB and include requirements to:

- Establish rules regarding perquisites;
- Terms and limitations on those rules;
- An accountability framework to ensure appropriate governance; and
- Provisions to make summary information on allowable perquisites publicly available.

CLTB General Operating policy #HR 30.0 Employee Perquisite Policy addresses the BPS requirements to ensure compliance with the Ministry directive.

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For the fiscal year ended March 31, 2022, Community Living Thunder Bay provided perquisites as defined by the BPS Perquisite Directive.

Inclusive Employers

2021/2022



Belluz Farms
Canadian Tire
Chronicle Journal
City of Thunder Bay
Debruins Greenhouses
Donato's Pizza
Equipment World
Evoke Evoke Hair Salon
Frankie's Pizza
Home Depot
Home Hardware
Marostica Motors
MGM
Patty Hajdu
Pet Valu
Robin's Donuts
Tim Horton's
Wholesale Club
Willow Springs
Winner's
Woody's Trailer World

